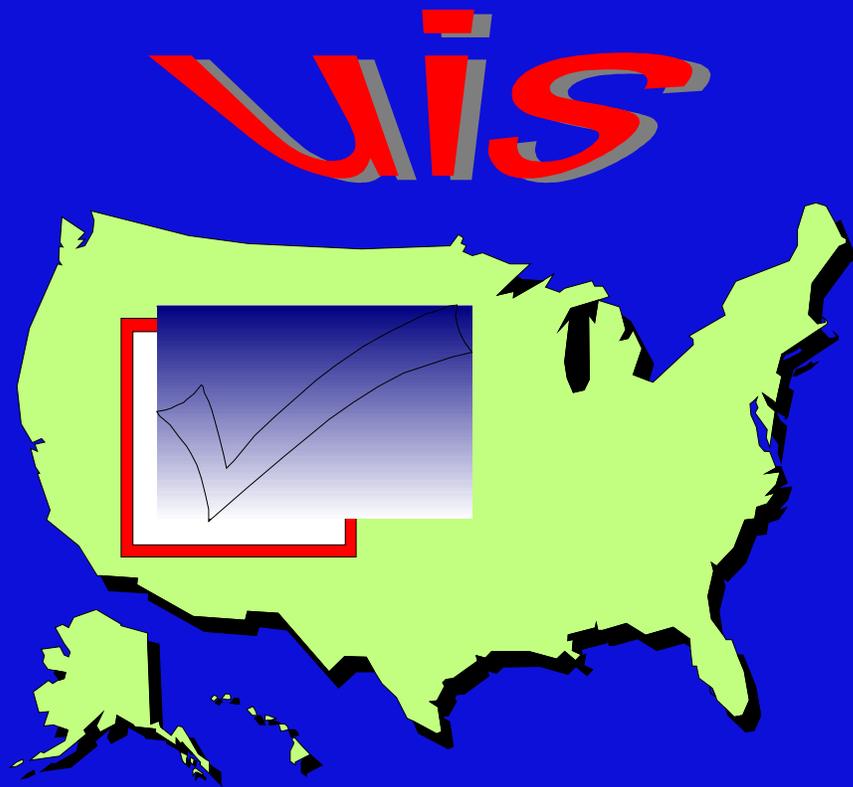


UI PERFORMS CY 1998 Annual Report

U.S. Department of Labor
Employment and Training Administration
Unemployment Insurance Service

August 1999



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UI PERFORMS

CY 1998 Annual Report

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August 1999

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UI PERFORMS ANNUAL REPORT CY 1998

INTRODUCTION

This CY 1998 report is the second comprehensive UI PERFORMS Annual Report. It is intended to give a representative overview of Unemployment Insurance operational performance during the 12 months ending December 31, 1998. Thus, it presents the results of key indicators of the full range of UI operational performance—benefits, appeals, tax and cash management. At various times, the Department may supplement this report with reports in greater depth on individual areas, or present the same material using a different format.

UI PERFORMS

UI PERFORMS is the umbrella term adopted to designate the Department's closed-loop system for promoting continuous improvement in UI operational performance. The goal of UI PERFORMS is to ensure that the system's ultimate customers—UI beneficiaries and subject employers—receive ever-increasing quality of services. Key elements of the enhanced system are a revised set of performance objectives, developed in partnership with the States, for which the Department and the States will be held accountable; increased validation of data reported; and revitalized performance planning and improvement processes. In 1996, UIS began efforts to revise and enhance the various components of this closed-loop system as part of the UI PERFORMS initiative. The Department realized it would take several years to implement all changes envisioned; therefore, it phased in changes to the various components as they were completed. Most initial efforts focused on implementing or changing the system's three principal performance measurement modules. These are the Tax Performance System (TPS) which assesses the timeliness, completeness and accuracy of tax processing operations; the Benefit Accuracy Measurement (BAM) program which assesses accuracy of benefit payments and eventually decisions to deny; and Benefits Timeliness and Accuracy (BTQ) which embraces measurements of the timeliness and quality of benefit claims, payment and appeals operations. The performance indicators in this report are drawn from those systems plus the report on Benefit Payment Control activities.

To assess the state of performance and promote continuous improvement, the two advisory groups which have developed and guided the implementation of the UI PERFORMS system identified over 50 key performance measures. They designated ten of the most important of these as "Tier I" measures and instructed the Department to establish uniform national criteria for them representing minimally acceptable performance. States performing below a criterion would be required to include a corrective action plan in their annual State Quality Service Plan. Persistent performance below a criterion could result in various actions by the Department including the withholding of administrative grants. Because these measures have national criteria, the Tier I measures must be measured consistently and have comparable meanings in all States.

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In the fall of 1998 the Department asked the UI system and its stakeholders to comment on nine of the original ten measures, and the national criteria identifying minimally acceptable performance. (See Unemployment Insurance Program Letter (UIPL) 4-99 and Federal Register Notice 63 FR 63544, November 20, 1998). The Department deferred seeking comment on the tenth measure, timeliness of depositing tax contributions into the Clearing Account, until some States could resolve measurement inconsistencies. In the spring of 1999, the Department promulgated the final Tier I measures and their associated criteria by UIPL and Federal Register Notice. Table 1, on page 5, lists the measures, their criteria, and when they become effective. This report includes every State's performance on all nine Tier I measures.

For a variety of reasons, the new measures and criteria become effective at various times between the date of issuance of the UIPL and FY 2005. The measures and criteria now used to implement the Secretary's Standards for Initial Claims timeliness and Lower Authority Appeals timeliness cannot be changed until the new UI PERFORMS regulation supersedes the regulations in which they are embodied. Some criteria are being delayed to give States time to raise performance, which is now considerably below the criteria in many States, or to work out measurement irregularities.

The UIPL which implements the new UI PERFORMS Tier I measures also identifies the so-called Tier II performance measures. Although many Tier II measures cover dimensions of performance as significant as Tier I measures, States may differ enough in these areas that the measures have varying meanings from one State to another. Thus, the Department will issue no national criteria for these measures. Instead, the States and the ETA Regional Offices will negotiate performance targets for those being emphasized in the current State Quality Service Plan (SQSP). Many of the performance measures included in this report are Tier II measures. Appendix B lists the complete set of Tier II measures. This report includes State performance on about a third of the Tier II measures.

THE MAIN UNEMPLOYMENT INSURANCE MEASUREMENT SYSTEMS

Most of the UI performance measures use data from one of three measurement subsystems: Benefits Timeliness and Quality, Benefit Accuracy Measurement, and Tax Performance System. These were all developed to give a fuller view of State performance and thus better to permit the Department to exercise its role as a partner in ensuring that claimants and employers receive high-quality UI services.

The Department of Labor, Employment and Training Administration (ETA), Unemployment Insurance Service (UIS) has the responsibility by law, as mandated in Title III of the Social Security Act, for assuring that State Employment Security Agencies (SESAs) operate an effective and efficient unemployment insurance program. Various

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INTRODUCTION

TABLE 1 TIER I MEASURES	Criterion			
	Present	FY 2000	FY 2002 SQSP or New Reg	FY 2005
First Payment Timeliness				
% of 1st Payments within 14/21 days: IntraState UI, full weeks	87	87		
% of 1st Payments within 35 days: IntraState UI, full weeks	93	93		
% of 1st Payments within 14/21 days: InterState UI, full weeks	70	70		
% of 1st Payments within 35 days: InterState UI, full weeks	78	78		
% of 1st Payments within 14/21 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks			90	90
% of 1st Payments within 35 days: Intra + Inter State UI, UCFE, UCX Programs, full + partial weeks			95	95
Nonmonetary Determinations				
% of Separation Issues determined within 21 days of Detection Date (Intra + Inter State UI, UCFE, UCX)			80	80
% of Nonseparation Issues determined within 14 days of Detection Date (Intra + Inter State UI, UCFE, UCX)			80	80
% of Separation and Nonseparation Determinations with Quality Scores >80 points			75	75
Appeals				
% of Lower Authority Appeals decided within 30 Days of Filing	60	60	60	60
% of Lower Authority Appeals decided within 45 Days of Filing	80	80	85	85
% of Lower Authority Appeals decided within 90 Days of Filing			95	95
% of Higher Authority Appeals decided within 45 Days of Filing		50	50	50
% of Higher Authority Appeals decided within 75 Days of Filing		80	80	80
% of Higher Authority Appeals decided within 150 Days of Filing		95	95	95
% of Lower Authority Appeals with Quality Scores at least 85% of potential points		80	80	80
Tax/Cash Management				
% of New Status Determinations within 90 days of Quarter End Date		60	60	60
% of New Status Determinations within 180 days of Quarter End Date		80	80	80
Acceptance Sample for Accuracy of 60 New Status Determinations --Pass with No More than 6 Failed Cases			Pass	Pass
Days' Worth of Deposits in Clearing Account before Transfer to UTF		≤ 2		
Ratio of average daily loanable balance in Clearing Account to Avg. daily Transfer to UT			≤ 1.75	≤ 1.0

UI PERFORMS ANNUAL REPORT CY 1998
INTRODUCTION

provisions of Federal law require that certain UI activities be performed promptly and accurately. Section 303(a)(1) of the Social Security Act requires, as a condition of a State's receiving UI administrative grants, "[s]uch methods of administration. . .as are found by the Secretary of Labor to be reasonably calculated to insure full payment of unemployment compensation when due."

The UI PERFORMS measures computed using data from the BTQ, BAM, TPS and other administrative data systems represent the Department's continuing effort to provide ever more accurate and useful information on the functioning of all UI program activities. These systems are designed and managed with certain considerations in mind, primarily:

- *Uniformity.* Performance data are a major vehicle for program oversight. Thus the Department tries to ensure that all States adhere to standard methodologies and definitions so that results are statistically valid, comparable from one State to another where possible, and present a consistent picture of State performance over time.
- *State and Federal Responsibilities.* The States have the primary responsibility not only for conducting UI operations but also for efficiently implementing and administering measurement systems. The Federal responsibility is to ensure data integrity and consistency through the establishment of definitions and procedures; approve any changes in methodology; establish monitoring procedures and operations; review the samples of cases investigated by the States; provide assistance and training to States; provide standard formats for data release; and evaluate results. The Federal responsibility also includes the analysis of data to diagnose problems with national implications or remedies and maintenance of a national database. The Federal partner provides technical assistance to States in case investigations, statistical theory, data analysis and use of applications software.
- *Program Improvement Orientation.* The major value of performance data is their usefulness in improving UI operations. They are designed to support State program improvement strategies and help States evaluate the effects of previous attempts to improve operations by identifying where and why errors occur, and their extent. State staff are trained in data analysis for this purpose. Reported data frequently need to be supplemented by other information if program improvements are to be structured. For this reason, the Department has encouraged States to undertake program improvement studies--analyses and/or data gathering studies intended to lead to program improvement actions. The recent reductions in BAM sample sizes were intended to free resources for further studies and improvements.

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Benefit Accuracy Measurement System

The UI Benefit Accuracy Measurement (BAM) program, formerly Benefits Quality Control (BQC), became mandatory in the fifty States, the District of Columbia, and Puerto Rico on October 5, 1987, for operation in calendar year (CY) 1988. This is the eleventh year for which calendar year data from the program have been published.

BAM is a diagnostic tool used to identify payment errors and measure the effect of previously initiated corrective actions. BAM is based on random samples of UI payments. The sampling procedures are designed to produce samples that are representative of a State's universe of paid UI claims. Each sample represents one compensated week of benefits. Each case in the sample is thoroughly reviewed for compliance with the State's UI laws, regulations, policies, and operating procedures. BAM's premise is that dollars overpaid and underpaid can be estimated by projecting the results from a State's BAM sample to its entire population of payments. The BAM program gathers information to assist States in developing program improvement plans to correct problems in their UI benefit payment systems and to enable them to measure the effects of implementing those plans. States also use this information in implementing policies to ensure accurate administration of their laws, regulations, and operating procedures.

The Department has one overriding goal for BAM: to ensure that the UI program operates with the highest degree of accuracy attainable within available administrative resources. The BAM methodology is a sound means for measuring the accuracy of State UI administration, and thus, BAM is an integral part of the Secretary's oversight system. It is the major vehicle by which the Department oversees the accuracy of State UI benefit payments.

Readers are strongly cautioned that it may be misleading to compare one State's BAM overpayment and underpayment rates with those of other States. No two States' written laws, regulations, or policies specifying eligibility conditions are identical, and differences in these conditions influence the potential for error. States with stringent, complex provisions will tend to have higher overpayment rates than those with simpler, more straightforward provisions, for example.

Program Development. The basic concept of intensive investigations of small but representative samples of cases was first applied to UI in the late 1970s. A National Commission on Unemployment Compensation (NCUC) study in six metropolitan areas revealed that the "true error rate" of UI payments in the test sites was several times higher than that reported by the measurement systems then in place. One important conclusion was that field verifications must supplement desk reviews to accurately estimate the UI payment error rate. The Department applied the approach, now called Random Audit (RA), at the State level and by 1984, 46 States operated RA programs.

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In the summer of 1983, an Interagency Benefit Payment Oversight Committee reviewed the findings from RA and other systems for measuring and correcting payment errors in the UI system and recommended that the Department establish a UI Quality Control program. After developmental work and policy review, most States began implementing the Benefits Quality Control (BQC) program on a voluntary basis in April 1986. The BQC program was established by regulation on September 3, 1987.

In July 1993, following a period of pilot testing, States were permitted to conduct certain portions of the field verifications by mail, telephone and fax instead of in person. In 1996, the Department began implementing other changes to BAM recommended by the Performance Enhancement Workgroup (PEWG). The program's name was changed to Benefit Accuracy Measurement from Benefits Quality Control, and States no longer were required to release their annual error rates to the public media. On January 1, 1997, allocated annual sample sizes were reduced to 360 in the ten smallest States and 480 in the rest, and States were given the option of conducting all aspects of verifications by mail, phone and fax. The Department also began designing a pilot test of the use of the BAM methodology to determine the accuracy of decisions denying eligibility.

Program Scope. BAM covers the three largest permanently authorized unemployment compensation (UC) programs: regular State UI (including benefits paid on the basis of combining wages), the federally-funded Unemployment Compensation for Federal Employees, and Unemployment Compensation for Ex-service members. Together, these programs accounted for 92.8% of benefit outlays in CY 1997. The BAM sample does not include UC benefits paid under Trade Adjustment Assistance, Disaster Unemployment Assistance, the interstate arrangement, or any Federal extended benefits program.

Although denied claims and appeals are not directly investigated, the BAM universe includes approximately 86% of all decisions. BAM covers monetary, separation, and nonmonetary/nonseparation issues which affect the claimant's eligibility for benefits but directly samples only those which the agency decided to pay. The BAM underpayment rate is based on payments which are less than the amount the claimant should have received. BAM underestimates the underpayment rate because erroneously denied claims are not identified. A successful 5-State pilot test of applying the BAM methodology to measuring denied claim accuracy (including claims filed on an interstate basis) concluded in September 1998. The Department intends to include some denial decisions in the BAM program in 2000. The quality, including the accuracy, of benefit appeal decisions is reviewed and assessed quarterly under the BTQ system. There is no plan to incorporate appeal decisions into BAM.

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CY 1998 Sample Size. The States received sufficient resources to investigate a total of 23,760 cases in CY 1998. Individual State sample sizes varied, with the ten smallest States receiving resources to investigate a sample of 360, and the 42 larger States receiving resources to investigate a sample of 480, cases per year. Some States chose to draw larger samples, and 26,353 cases were completed in CY 1998, an average of 507 cases per State.

Data Collected. BAM investigators compile a data record on each case consisting of up to 116 required elements and any additional elements defined and collected at each State's discretion. Since all States have computerized records on weeks compensated, many of the data elements can be transferred from the state's mainframe database directly to the BAM computer record at the time the case is selected for investigation. This both reduces coding time and minimizes coding and data entry errors.

Most elements pertain directly to UI eligibility, relating to the claimant's benefit history, base period work, monetary eligibility, reason for separation, ability to work, availability for work, and work search effort. Data on age, sex, and ethnic classification are gathered to verify the representativeness of the BAM samples. The data record concludes with elements related to error classification, including type of error (if any), amount of error, the responsible party, the cause, and the point of detection. Multiple errors can be detected in the course of one BAM case investigation and documented in the database.

The Department provides each State with computer hardware and software to store, retrieve, and analyze its own BAM data. States also have received remote terminals, printers, and modems so that outstationed investigators can enter case information directly in the BAM computer record.

Data Collection Methodology. The BAM investigator obtains information pertaining to the monetary, separation, and continuing eligibility issues for the payment selected, and various claimant characteristics. This is done through in-person and telephone contacts with the claimant, various employers, and third parties such as labor unions and employment agencies identified by the claimant. This information is compared to agency records to determine its impact on the accuracy of the payment received by the claimant. The BAM investigation also determines whether decisions conformed to State law, policy, and procedures.

Benefits Timeliness and Quality

Development. The existing Benefits Timeliness and Quality (BTQ) measurement suite is a lineal descendent of the Quality Appraisal measures. These were initially developed in 1975 by a Federal-State task force. It developed a comprehensive system called the *Performance Appraisal Package* after considering all existing performance and promptness measures.

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The Performance Appraisal consisted of three measurement systems: “A Performance Based Quality Control Program for Nonmonetary Adjudication” (known as QPI), the Appeals Quality Package, and portions of a State UI Self Appraisal. The results of the new appraisals were reviewed by the National Office together with States and Regional Offices, and Desired Levels of Achievement (DLAs) were established for many of the activities reviewed. DLAs were first established for Fiscal Year 1978 and were revised along with the evaluation package, which was renamed “*UI Quality Appraisal*” in 1979. The DLAs were used to supplement the Secretary's Standards to measure the quality of State operations. Secretary's Standards are mandated in two areas: timeliness of processing lower authority appeals (20 CFR 650) and timeliness of intrastate and interstate first benefit payments (20 CFR Part 640).

The results of the UI Quality Appraisal of all major UI State program activities, reviewed by Regional and National Offices, were distributed to each State to be used in the State Annual Program and Budget Plan (PBP). The data also were published in a UI Quality Appraisal annual report. This mode of presentation served more than one purpose. It indicated levels of performance, absolutely and relative to other States, and by giving performance relative to Secretary's Standards or DLAs it also served as the document of record for determining whether corrective actions plans had to be included in the annual Program Budget Plan submitted by each State.

Because technological changes in SESA operations had made new systems of oversight both possible and necessary, the Department of Labor (DOL) initiated the Performance Measurement Review (PMR) project in 1988 to review and improve the Quality Appraisal measures. The QA process had not been subjected to in-depth review since the mid-1970's. Increasing use of automated and electronic systems, and other operational changes, had transformed the delivery of UI services to the public.

PMR was designed and completed in three phases. The first phase consisted of the *analysis* of existing benefits time lapse and quality measures to determine their legislative basis and to identify gaps or overlaps in measurement areas, the *development* of new or revised measures, and the *design* for a field test of selected measures. State and Federal UI representatives carefully defined time lapse measures and quality measures covering benefit payments, nonmonetary determinations, and lower and higher authority appeals.

In the second phase of the project, six States conducted a 15-month field test of reporting data for the time lapse and quality measures. The evaluation showed that the new measures and the software developed for analysis of results could yield meaningful and statistically valid information in a cost-effective manner.

The third phase involved nationwide implementation of the new benefits time lapse and quality measures as a part of the new closed-loop management system, **UI PERFORMS**, which was

UI PERFORMS ANNUAL REPORT CY 1998

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implemented in UI in 1996. The nonmonetary promptness measure, implemented using the detection date of an issue on a claim as the starting point, was not field tested, but was included for implementation at the recommendation of the State-Federal Performance Enhancement Work Group after completion of the field test.

The new measures were embodied in a new “9050” series of reports. These new reports required programming changes in every State to allow reporting of all the measures with their new definitions and new intervals. State implementation of BTQ began with the quality reviews of nonmonetary determinations and lower authority appeals. After creating the universes for sampling, they drew the first samples in October 1996 for the quarter ending September 30, 1996. In January 1997 States began collecting the data from which the timeliness measures are calculated.

Changes in Reporting for Timeliness. The new timeliness measures incorporate changes designed to improve performance measurement in several ways.

- Except for the implementation time lapse measurements for nonmonetary determinations and lower authority appeals, which are derived from the quality review instruments, all time lapse measures are based on universe data from automated records instead of samples.
- They measure the performance of a wider universe of UI activity than before. They now include timeliness of continued weeks paid, the age of pending appeals cases, and different measures for calculating the timeliness of nonmonetary adjudications.
- All of the new timeliness measures call for reporting of extended intervals to allow analysis of the distribution of benefit activities. SESAs will be able to use the new range of data for internal program assessment and to monitor their continuous performance improvement programs.

Changes in Quality Assessment. Measures based on samples are used to track the quality of SESA nonmonetary determinations and lower authority appeals. The BTQ system made the following changes designed to improve overall assessment:

- The samples are drawn by computer from the time lapse universes of nonmonetary determinations and lower authority appeals, ensuring that the sampling process is completely random.
- The universe of determinations includes all issues with the potential to affect the claimant’s present or future benefit eligibility, not just the major categories.

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- The review instrument for assessing the quality of nonmonetary determinations was revised to give additional weight to the quality of the written determination. The instrument used to evaluate lower authority appeals was modified little and so scores will closely resemble those reported through the QA process.
- The new database for the quality scores is a micro database—enabling analysis of individual cases and individual quality elements.
- Nonmonetary adjudications are subjected to a tripartite review each quarter. In one review each year, two State reviewers and one Federal reviewer must be included to minimize subjectivity and improve consistency.
- The State automated system furnishes information about the records selected for review, including the date of the nonmonetary determination, the program, and the issue. The quality reviewer adds further information during the review process, including scores for quality criteria and the date that the result of the nonmonetary determination or appeal decision was applied to the claim. Completed review data is entered into the UI automated data base, which generates scores for individual records and overall scores for quarterly State performance.
- State sample sizes for nonmonetary determinations quality reviews are based on their nonmonetary activity levels reported in the preceding calendar quarter. States reporting fewer than 100,000 determinations draw quality samples of 60 each quarter; for others samples are 100 each quarter.

Benefit Payment Control

The PMR initiative was originally intended to review Benefit Payment Control (BPC) measures, but they were deferred in Phase I. In 1996, a Federal-State workgroup developed 10 measures which were field-tested in three States. In 1998, the UIS circulated two of the tested measures for comment to the UI system but neither received strong support. Until revised measures are implemented, the Department will continue to report the BPC measures for which the Quality Appraisal system specified DLAs. These are the proportions of both fraud and nonfraud overpayments established in the current period which the agency collected.

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INTRODUCTION

Tax Performance System

Development. The Department developed the Tax Performance System (TPS) to assist in exercising its general oversight responsibilities toward the UI program and to help meet its responsibility to protect and maintain the soundness of the Unemployment Trust Fund. At the time the Department began the development of the Benefits Quality Control (BQC) program in 1983, tax oversight consisted principally of review of data reported on the ETA 581 (Contribution Operations) report and periodic program reviews, and reviews of Trust Fund operations. The annual *Quality Appraisal Results* included indicators for which DLAs had been set: Status Determinations Promptness; Field Audit Penetration; Report Delinquency; Collections Promptness; Promptness of Deposit to the Clearing Account; and two Trust Fund deposit transfer timeliness measures. There was also a measure of field audit performance with no DLA. The long-term Quality Control program design envisioned a tax component.

In 1988 a Revenue Quality Control (RQC) Task Force comprising a small Federal staff assisted by State tax specialists was established to design a quality control program for tax operations. In 1990, the basic system, called Core RQC, was pretested in eight States. In the next two years, eight other States formally pilot tested the RQC approach. In 1993, 49 States began implementing the RQC design voluntarily. Mandatory implementation began in 1995 with changes to the form ETA 581, to obtain data needed for the new Computed Measures. All States implemented all aspects of RQC in January 1996. RQC was later renamed the Tax Performance System.

Methodology. The TPS approach divides tax operation into major functional components. For each function, it specifies key performance objectives based on three basic dimensions of quality: timeliness, accuracy, and completeness. There are performance indicators to measure the attainment of each objective. Measures and review techniques were selected to emphasize quality, cost-effectiveness, and reliance on data obtained as a by-product of ongoing program operations. Because TPS was designed to provide information which tax units can use directly to guide program improvement, it also seeks to gather and disseminate information on best practices in addition to methods for identifying weaknesses. The complete TPS "package" has three assessment components: (1) for timeliness and completeness, Computed Measures; (2) for accuracy, Program Reviews; and (3) to identify best practices, Methods Surveys.

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TABLE 2
REVIEW METHODOLOGIES

TAX FUNCTION	COMPUTED MEASURES	PROGRAM REVIEW Sys Rev & Sampling	METHODS SURVEY
STATUS DETERMINATION	✓	✓	✓
CASHIERING		✓	
REPORT DELINQUENCY	✓	✓	✓
COLLECTIONS	✓	✓	✓
FIELD AUDIT	✓	✓	✓
ACCOUNT MAINTENANCE		✓	

Table 2 shows the methodologies used to review the various tax functions. The combination of Computed Measures, System Reviews, Acceptance Samples, and Methods Surveys is shown in detail to present a well-rounded assessment of each function.

Timeliness and Completeness. Most of the information on timeliness and completeness of UI tax functions were taken from program data obtained from the key tax report, ETA 581. These indices are termed “Computed Measures”. The ETA 581 report was revised to ensure that States collected the data for calculating the computed measures.

Accuracy. The Benefits Quality Control model for measuring accuracy—reviewing large samples of end products was found to be expensive and difficult to apply in the tax environment. Instead, a two-step methodology based on financial and program audits was developed, which TPS terms Program Review.

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➤ Systems Review. Staff first review each tax function thoroughly to ensure that all internal controls are in place. Unless a problem is indicated, or a program change has been initiated, these reviews only take place once every four years.

➤ Acceptance Sample. To ensure that the internal controls are operating as intended to produce timely and accurate outputs, every year a sample of completed work is examined. The reviewer extracts a small “Acceptance Sample” of sixty cases of each tax functions' output and examines it for accuracy. Failure of three or more cases out of the sample will cause the entire sample to fail, leading to the conclusion that there is not “reasonable assurance” the function is operating with an acceptable level of accuracy.

The combination of a thorough front-end review and a small acceptance sample efficiently establishes a reasonable assurance of accuracy, directly identifies any areas of program weakness, and immediately indicates where program improvements are needed. If there is a need to know the actual level of a particular tax function's problem, the Acceptance Sample can be readily expanded into a much larger Estimation Sample.

Best Practices. To identify best practices in several tax functions, TPS has designed Methods Surveys. States are required to complete these every four years. Plans are underway to compile and distribute information on best practices to States and Regions.

This Tax Performance System section of the UI PERFORMS Annual Report for CY 1998 presents only data from the Computed Measures and Acceptance Samples because the System Reviews' examination of State internal controls contains too much detail to present in a brief format without distortion. In addition, Systems Reviews are intended largely to guide State program and Regional staff. Data from Methods Surveys will be compiled and analyzed later, as the necessary programming is delayed because of year 2000 priorities. However, the combination of Computed Measures and Acceptance Sample results provides a concise overview of the quality of State tax operations.

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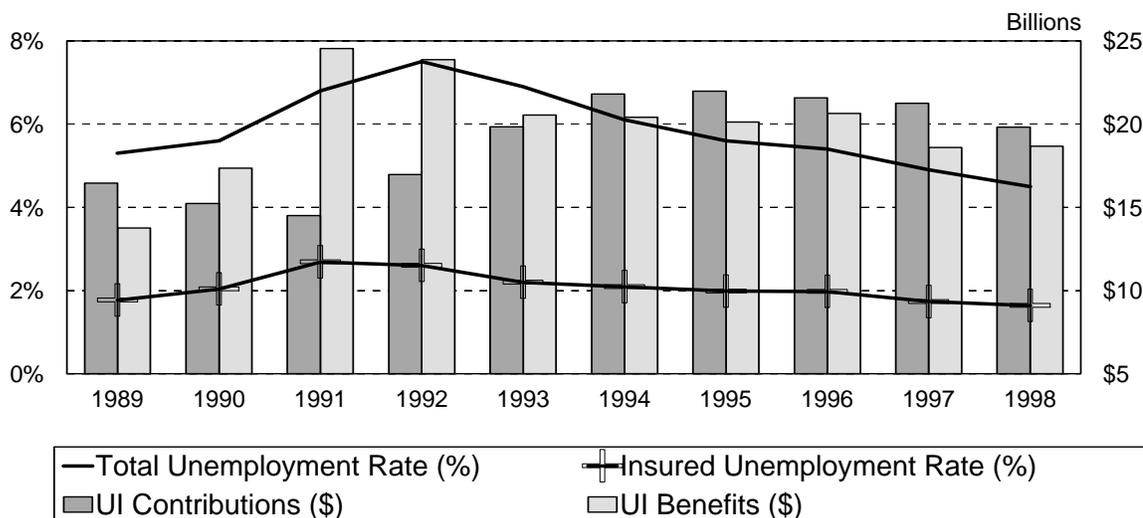
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

This chapter is divided into three main sections. The first section presents a brief overview of the recent economic conditions and the resultant movement in certain UI tax and benefit activities. The second shows the movement of major benefit payment activities and then reviews the national pattern of selected key benefit payment performance indicators. The third section approaches tax activities in the same way.

ECONOMIC ACTIVITY AND MAJOR PROGRAM ACTIVITIES

The labor market in 1998 achieved levels of tightness not seen for some three decades, as the total unemployment rate fell to an average of 4.5% and the insured unemployment rate (IUR) to 1.6%. The total unemployment rate has been declining steadily since the most recent recession high of 7.5% in 1992.

ECONOMIC CONDITIONS
CYs 1989 - 1998

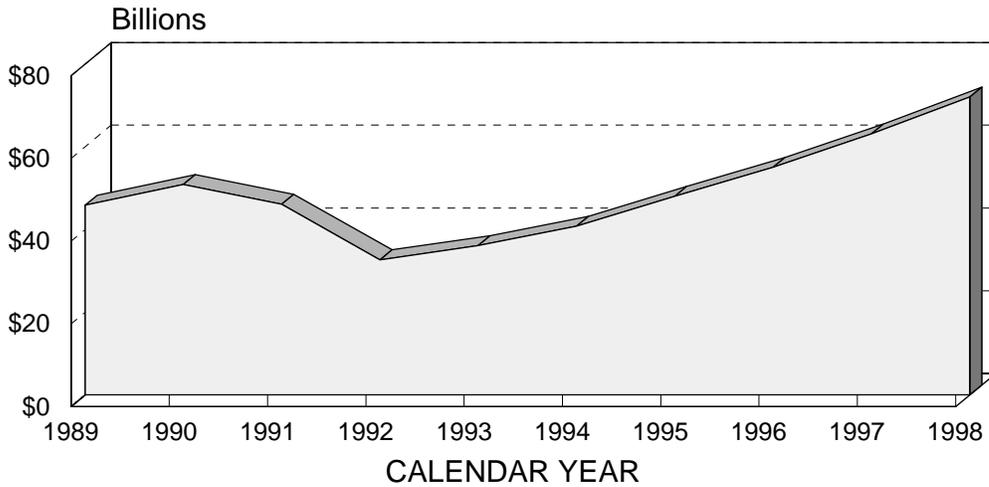


The movement in the IUR, which peaked in 1991, has been less pronounced. The peak in the IUR coincides with the peak in benefit payments in 1991 at nearly \$25 billion. Benefit payments have since fallen to about \$19 billion in 1998. Contributions, on the other hand, reached their 10-year low in 1991 at about \$14 billion and rose to a high of over \$22 billion in 1994 and 1995 before dropping to under \$20 billion in 1998.

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NATIONAL REPORT

END OF YEAR TRUST FUND BALANCE TOTAL

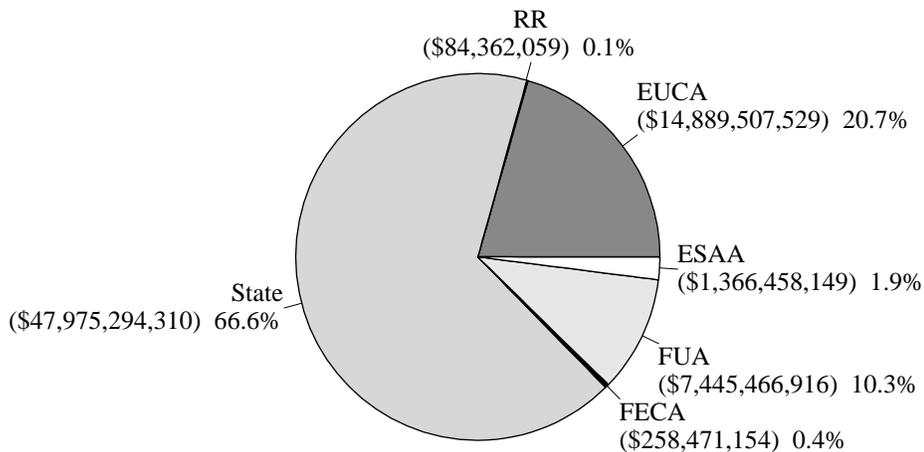
CYs 1989 - 1998



December 31 trust fund balances have risen steadily since their decade low in 1992 as States took advantage of improving conditions to replenish their funds. On December 31, 1998, balances in the UI trust fund reached \$72 Billion. Of this, State accounts constituted two thirds and the Extended Unemployment Compensation Account (EUCA) one fifth.

END OF YEAR TRUST FUND BALANCES

As of December 31, 1998

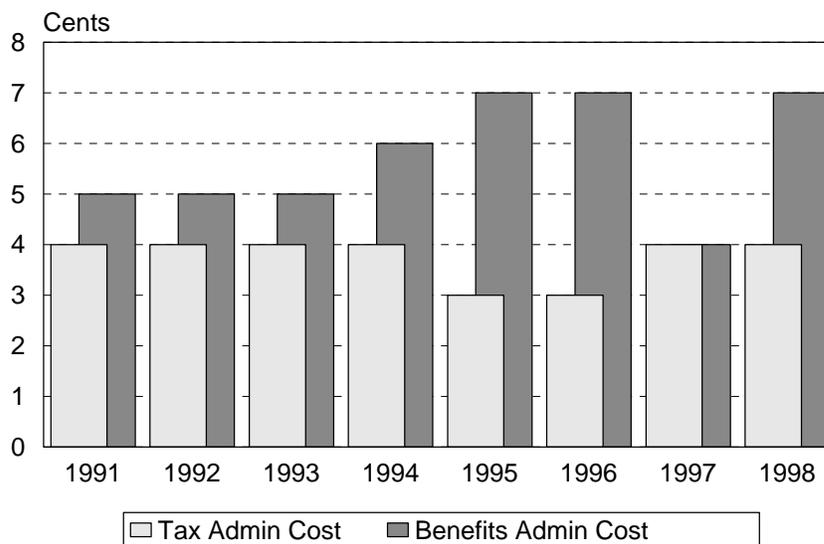


UI PERFORMS ANNUAL REPORT CY 1998
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The cost of administering the UI program is expressed as cents per dollar of benefits paid or of taxes collected. Tax activity tends to vary little over the business cycle and hence the cost is quite stable. Benefit payment levels fluctuate much more widely over the cycle than the funds States receive to administer them, causing the benefit cost to vary inversely with the economic cycle.

ADMINISTRATIVE COST PER \$1 PAID

CYs 1991 - 1998



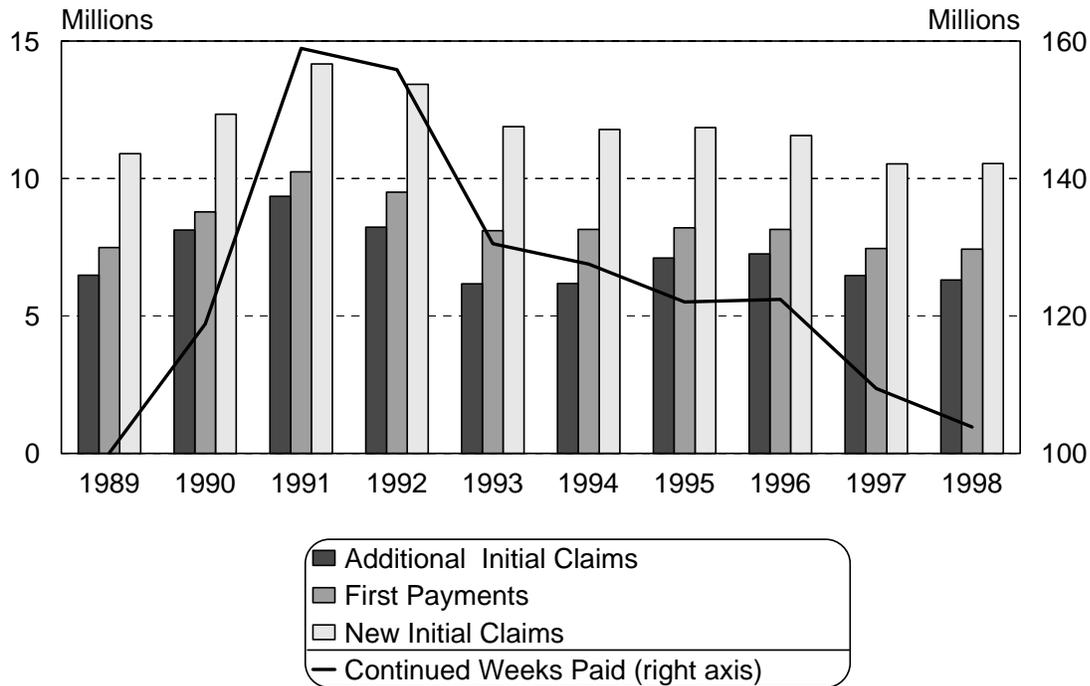
BENEFIT PAYMENT ACTIVITY

In 1998, unemployment insurance offices handled approximately 11 million new initial claims under the regular State UI, UCFE, and UCX programs. Approximately 4 million claimants were determined to be ineligible for monetary or separation reasons, or found new jobs before filing a first week claimed, so that ultimately about 7 million claimants actually received a first payment. This compares with the 14 million new initial claims filed, and 9 million first payments made, in the recession year 1991. Additional initial claims, over the same period, track first payments closely because they represent occasions when claimants' benefit payment series were broken by intervening spells of employment. Each additional initial claim filed to resume benefit payments requires the agency to review the reason for separation (but not the monetary eligibility) and may lead to the identification and adjudication of a separation issue.

UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

More striking than the movement in initial claims has been the path of continued weeks claimed. Continued weeks claims depend both on the number of first payments and on the average number of claims filed per benefit year, also called the “average duration.”

CLAIMS ACTIVITY
CYs 1989 - 1998



Economic conditions drive both components of weeks claimed. After reaching a high of 160 million weeks during 1991, the number has fallen sharply to about 105 million in 1998. The great majority of claims filed, and payments made, in any year are intrastate made under the regular State UI program. Table 3 indicates the relative magnitudes of both first payment and continued weeks paid by program in 1998. Overall, interstate claims (State, UCFE, and UCX) constitute only about 3% of all first payments and about 4% of continued weeks paid.

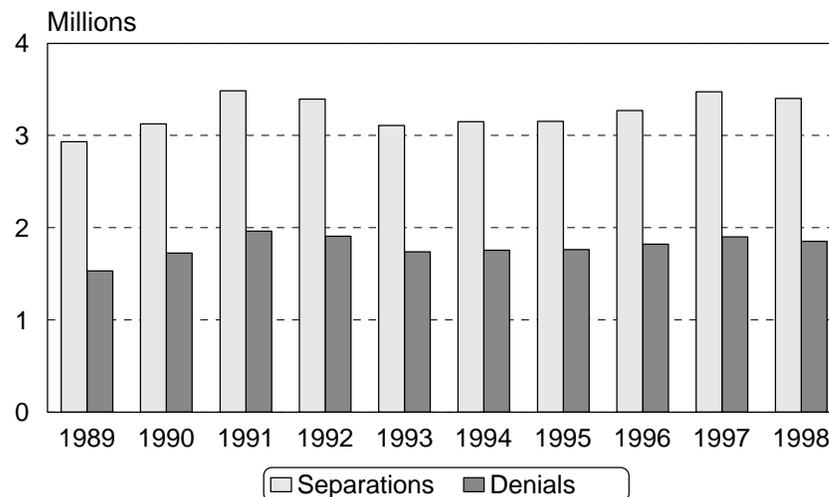
The regular State UI first payments are about 98.7% of the total, UCFE 0.7%, and UCX the remaining 0.6%. About one eighth of first payments, and one twelfth of continued payments, were made for partial and part-total weeks claimed. These shares differ little from one year to the next.

UI PERFORMS ANNUAL REPORT CY 1998
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TABLE 3	FIRST PAYMENTS WORKLOAD			CONTINUED WEEKS PAID WORKLOAD		
	FULL	PARTIAL	TOTAL	FULL	PARTIAL	TOTAL
INTERSTATE	208,564	12,557	221,121	3,592,109	187,502	3,779,611
- STATE UI	203,625	12,366	215,991	3,476,066	179,883	3,655,949
- UCFE	3,748	123	3,871	68,436	4,361	72,797
- UCX	1,191	68	1,259	47,607	3,258	50,865
INTRASTATE	6,048,157	882,690	6,930,847	81,399,198	7,386,244	88,785,442
- STATE UI	5,964,276	877,237	6,841,513	80,066,492	7,289,670	87,356,162
- UCFE	41,760	3,159	44,919	735,249	55,961	791,210
- UCX	42,121	2,294	44,415	597,457	40,613	638,070
TOTALS	6,256,721	895,247	7,151,968	84,991,307	7,573,746	92,565,053

Although separation and nonseparation determinations both follow economic conditions, the relationship to their underlying claims series is not constant. Separation determinations are driven by the combination of new and additional initial claims. Although those claims have fallen since 1995, the number of separation issues adjudicated was actually higher in 1998 than in 1995. The reason is probably to be found in the fact that in good economic times, “clean” lack-of-work claims are a smaller proportion of total claims than in recessions.

SEPARATION DETERMINATIONS AND DENIALS
CYs 1989 - 1998

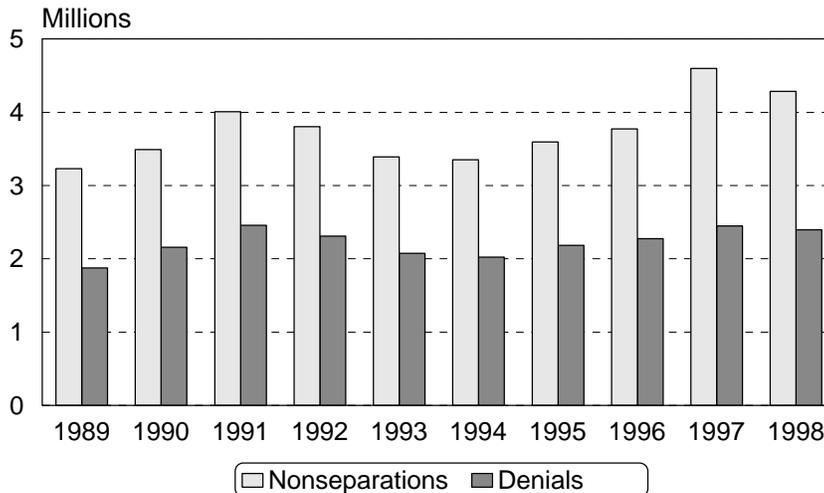


The same general pattern may be seen for nonseparation determinations, which depend on the number of weeks claimed. Nonseparation determinations declined along with continued weeks claimed from 1991 to 1994 but rose until they hit a peak of over 4.5 million in 1997 despite the continued declines in weeks claimed.

UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

NONSEPARATION DETERMINATIONS ACTIVITY
CYs 1989 - 1998

Buoyant economic times give claimants greater opportunities to work while claiming benefits, giving rise to a greater proportion of claims with nonseparation issues.

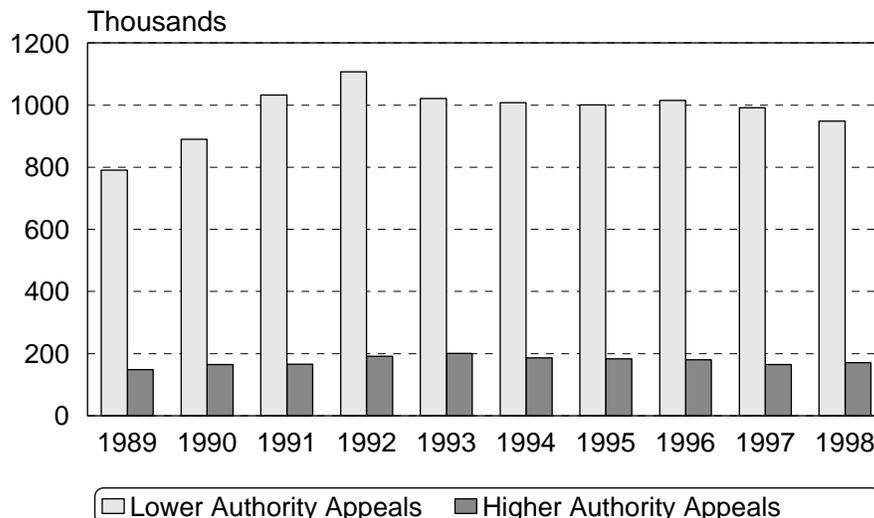


Most appeals are filed by claimants, upon receiving a denial for either separation or nonseparation reasons. Slightly over half of all nonmonetary determinations result in a denial. In 1998, about 4.2 million nonmonetary determinations, 55% of the total, were denied. About one in four (in 1998: 23%) went to a first level appeal, and of those about 18% went to a higher-authority appeal. Since 1991, the number of lower-authority appeals filed has remained quite constant, about one million a year, with only a slight

APPEALS ACTIVITY

Number of Single and Multi-Claimant Appeals Filed
CYs 1989 - 1998

increase to 1.1 million in the recession year 1992 and a slight drop to 950,000 in 1998. Higher authority appeals have displayed a gentle downturn since their peak in 1993.



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

BENEFIT PAYMENT PERFORMANCE

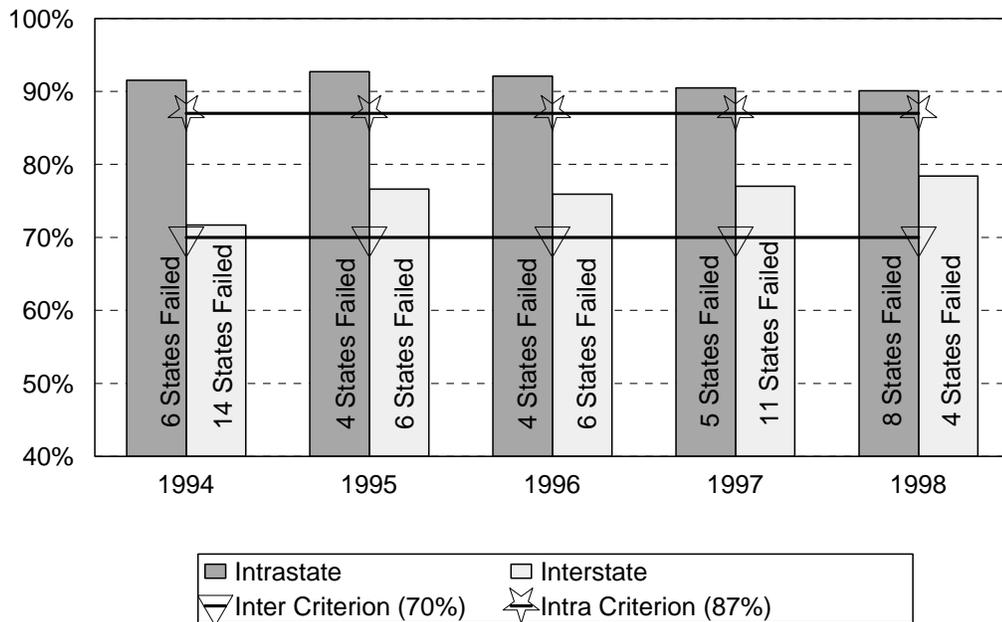
First Payment Timeliness

One of the UI system’s flagship measures is first payment time lapse. Criteria, set on a measure of the timeliness of full weeks of unemployment only, have been set to implement Secretary’s Standards for first payments made within 14/21 days and 35 days for both intrastate and interstate payments since 1978. At the 14/21 day level, aggregate timeliness performance reached its peak in 1995 and has drifted down slightly since for intrastate payments, while interstate performance has trended upward.

The charts show that the aggregate performance can be a misleading indicator of the number of States failing to meet the Secretary’s criteria. The number of states missing the criteria fluctuates much more widely than the aggregate.

FIRST PAYMENT TIMELINESS

14/21 Days, Full Weeks
National Aggregate

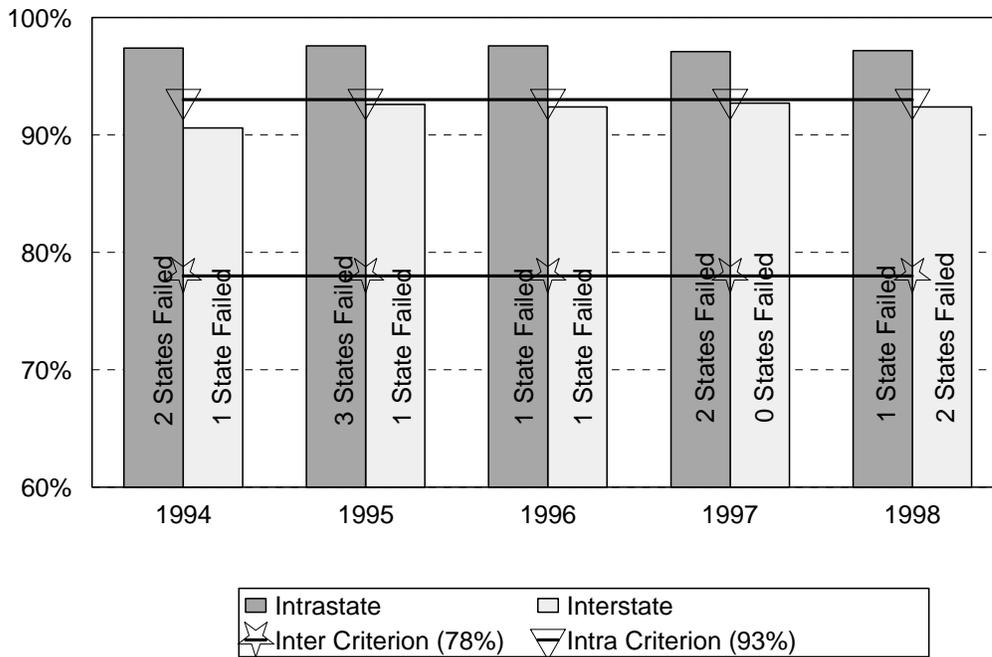


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

For 35-day performance, the overall pattern is the same, with intrastate performance trending down slightly since 1995; intrastate performance jumped up from 1994 to 1995 and has been flat since. At both levels, aggregate performance is comfortably above the criteria.

FIRST PAYMENT TIMELINESS

35 Days, Full Weeks
National Aggregate

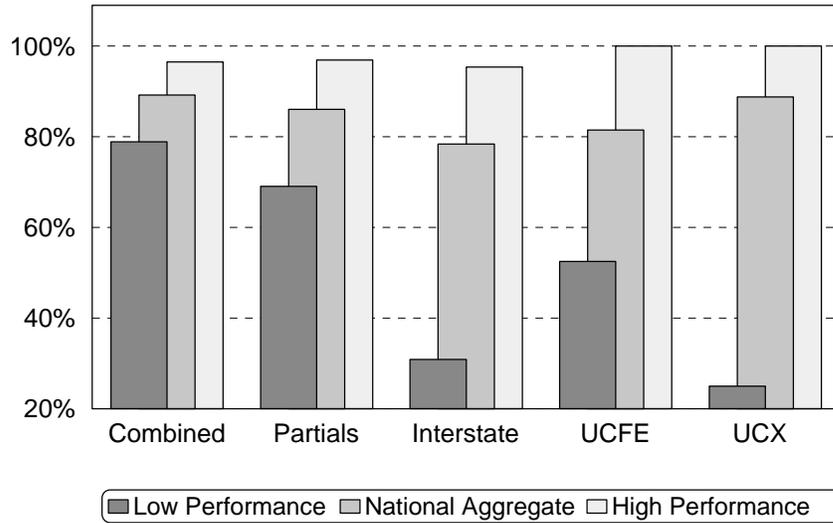


In July 1999 the Department issued the new the UI PERFORMS performance criteria (see introduction for the criteria and their effective dates). New 14/21-day and 35-day criteria based on a combined measure will replace the old criteria illustrated above when the new UI PERFORMS regulation becomes effective. The new measure will combine all first payments for partial as well as full weeks, intrastate and interstate payments, and payments made under the UCFE and UCX programs as well as State UI. The next two charts show 1998 performance under this combined measure, and illustrate the performance of the combined measure's various components other than the dominant intrastate, full weeks, State UI element.

UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

FIRST PAYMENT TIMELINESS

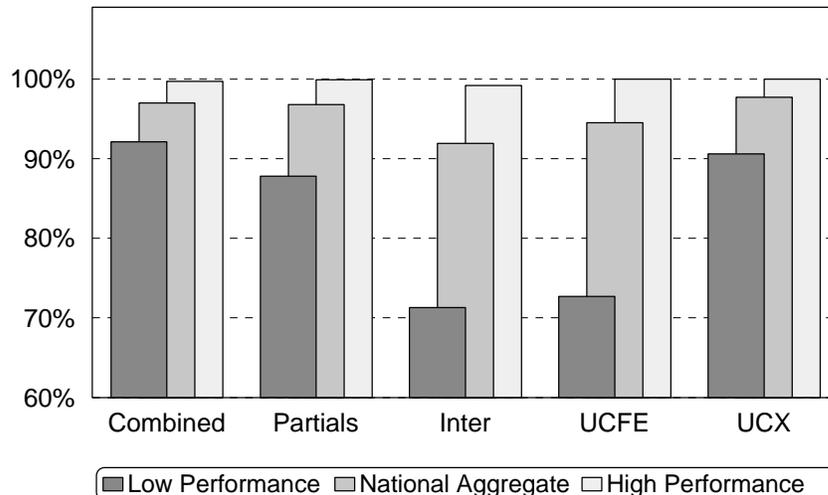
CY 1998 - 14/21 Days



In 1998, aggregate performance under the combined measure was about 5 percentage points below the Secretary’s Standard measure at 14/21 days, pulled down by all its new components. However, the differences are virtually nil at 35 days.

FIRST PAYMENT TIMELINESS

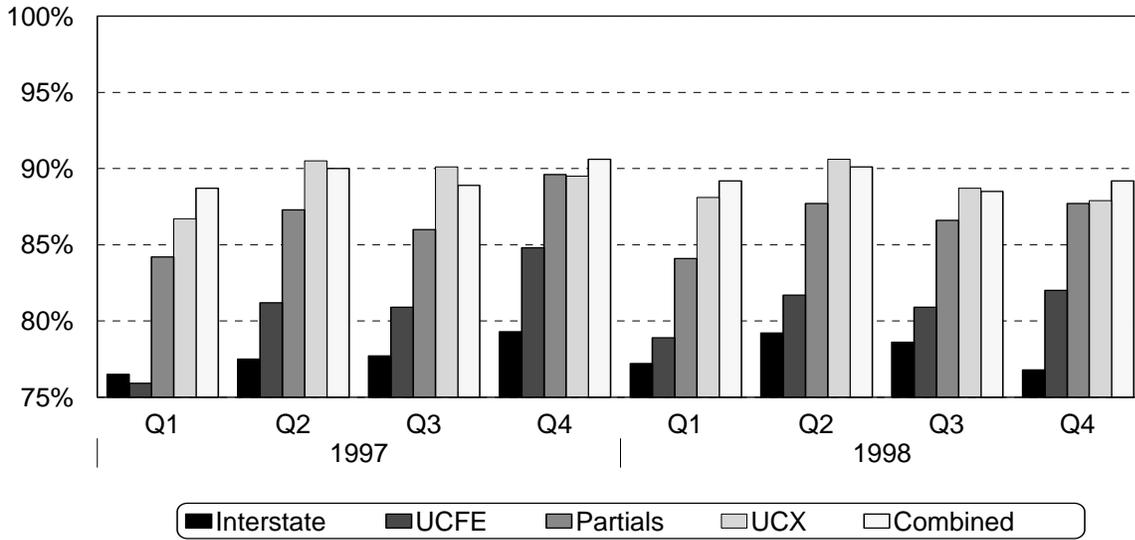
CY 1998 - 35 Days



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

FIRST PAYMENT TIMELINESS

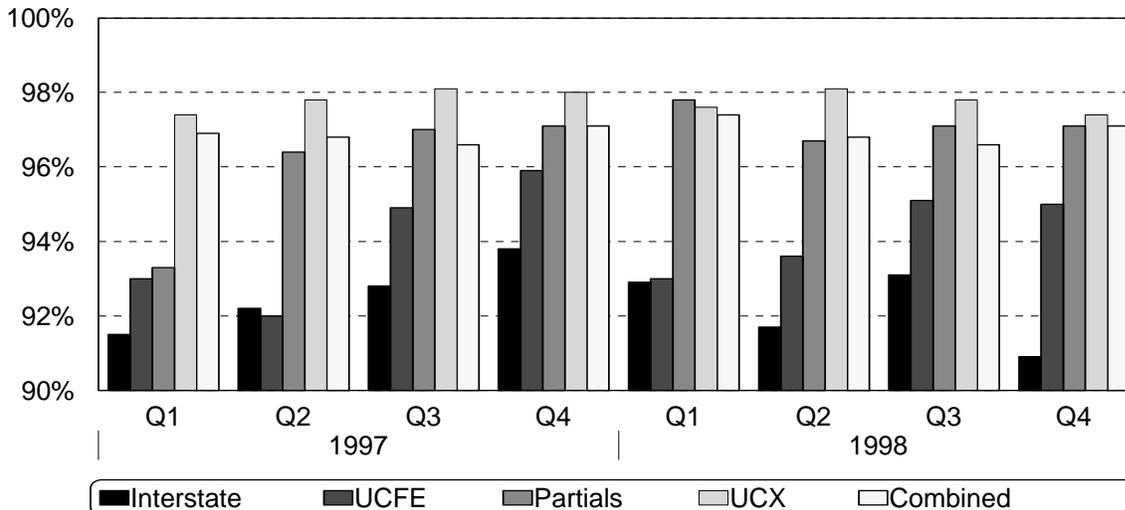
1997-1998 Trend, 14/21 Days



Time lapse performance is highly seasonal. Performance at the 14/21-day level tends to be lowest in the first and third calendar quarters and highest in the second quarter for most components. The second and third quarters tend to be lowest at 35 days.

FIRST PAYMENT TIMELINESS

1997-1998 Trend, 35 Days



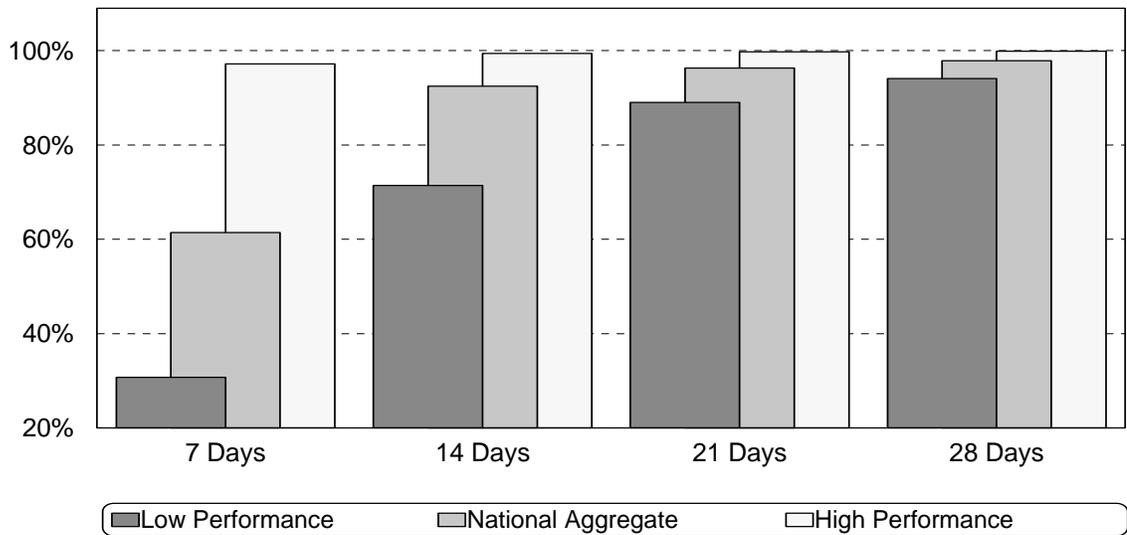
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Continued Weeks Timeliness

Overall, States paid over 60% of continued claims within 7 days in 1998, and over 90% within two weeks. Average performance at 7 and 14 days for partial weeks has run about 5 percentage points below the aggregate for the last two years.

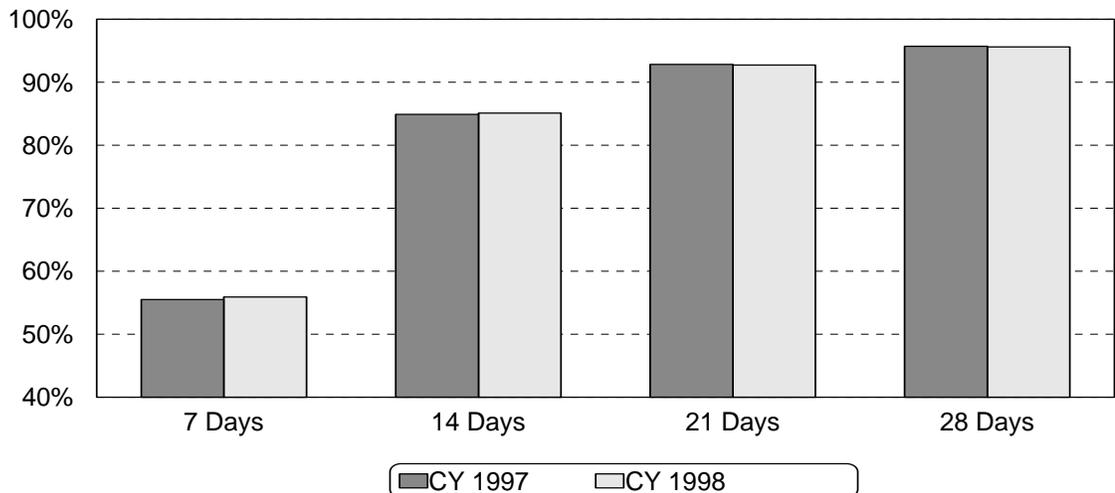
CONTINUED PAYMENT TIMELINESS

All Weeks - CY 1998



CONTINUED PAYMENT TIMELINESS

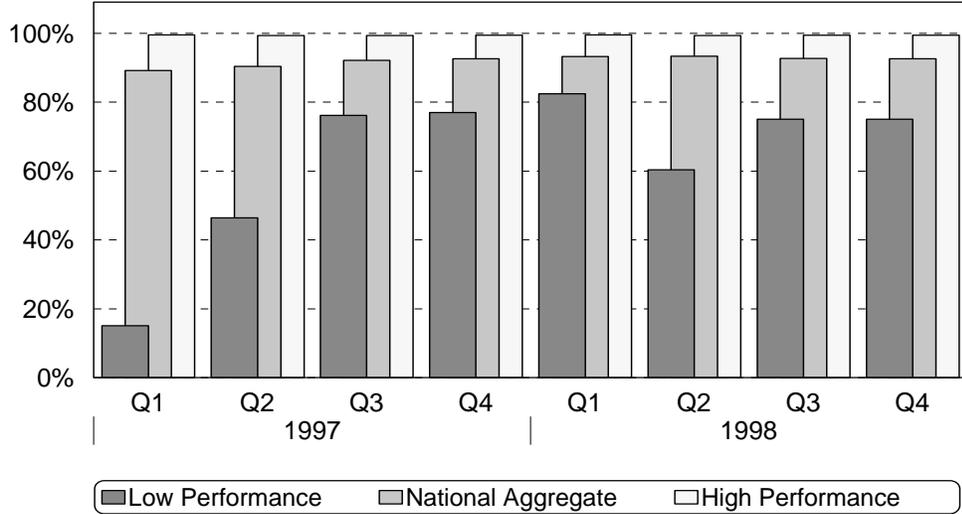
All Partial Weeks - CY 1997 and CY 1998



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

CONTINUED PAYMENT TIMELINESS

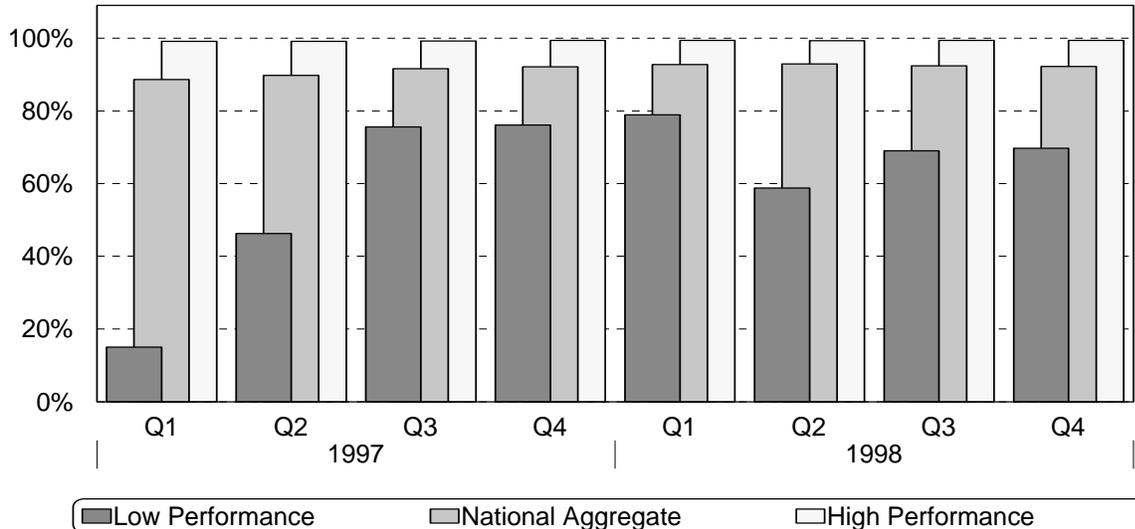
Intrastate - 14 Days



In contrast to first payment time lapse, continued weeks payment time lapse has virtually no seasonality. Time lapse performance for both intrastate and interstate payments exhibited a gentle upward trend throughout all the quarters of 1997 and 1998, due apparently to improvements in performance among the worst-performing States.

CONTINUED PAYMENT TIMELINESS

Interstate - 14 Days



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

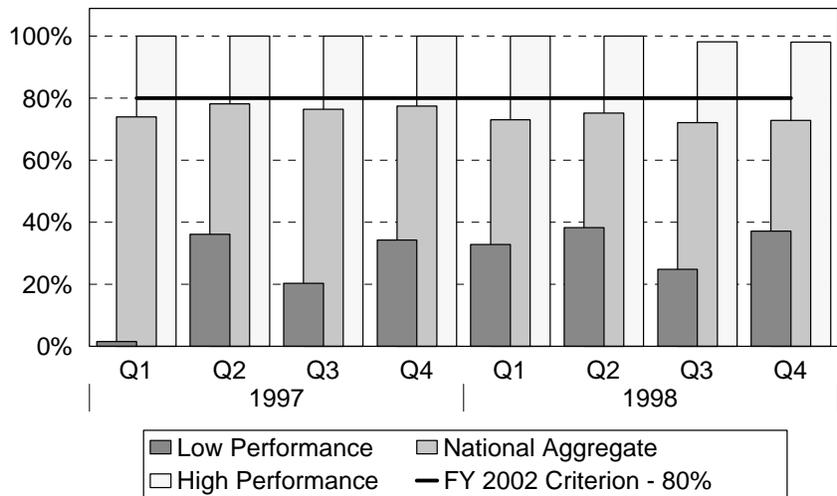
Nonmonetary Determinations Timeliness

The new UI PERFORMS system includes separate national criteria for aggregates of nonmonetary decision time lapse. There are separate criteria for the timeliness of separation and nonseparation determinations (also called adjudications), measured from the date an issue was detected to the date of the decision. In both cases, the measures include nonmons detected on State, UCFE and UCX claims, both intrastate and interstate.

Aggregate separation performance--the percent of separation determinations made within 21 days of the date the State detected an issue--lay below the 80% criterion which will go into effect in FY 2002.

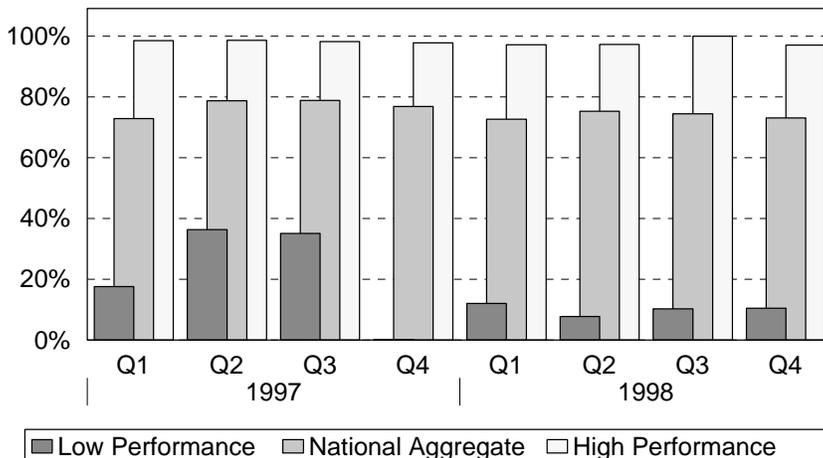
NONMONETARY DETERMINATIONS TIMELINESS

Separations - 21 Days
Detection Date to Determination Date



NONMONETARY DETERMINATIONS TIMELINESS

Interstate Separations - 21 Days
Detection Date to Determination Date



Aggregate performance was worse during 1998 than 1997 and has trended down each quarters since its peak in 1997:2. It does appear that performance in the worst state is improving, however.

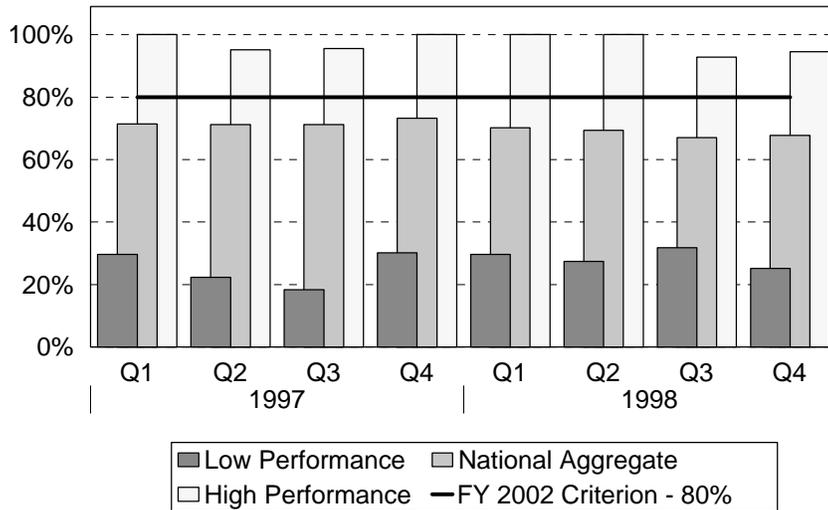
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Aggregate performance on the claim interstate component--interstate performance is traditionally lower than intrastate for most measures--is quite similar to the criterioned aggregate measure, except for the worst-performing State, where it is noticeably lower than the aggregate. There is no obvious seasonal pattern to nonmonetary time lapse.

For nonseparation determinations, aggregate performance has run about 10 percentage points below the 80% within 14-day criterion throughout both 1997 and 1998. Like separation time lapse, it has also worsened slightly during 1998. There is about a 60-point difference in performance between the best- and worst-performing State.

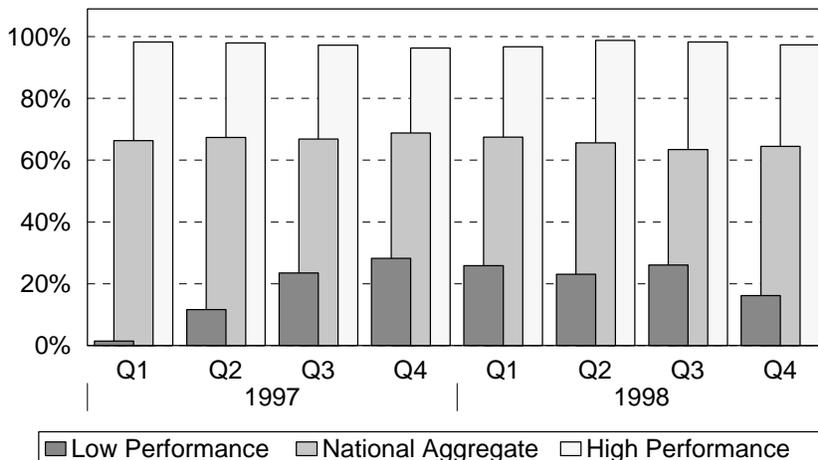
NONMONETARY DETERMINATIONS TIMELINESS

Nonseparations - 14 Days
Detection Date to Determination Date



NONMONETARY DETERMINATIONS TIMELINESS

Interstate Nonseparations - 14 Days
Detection Date to Determination Date

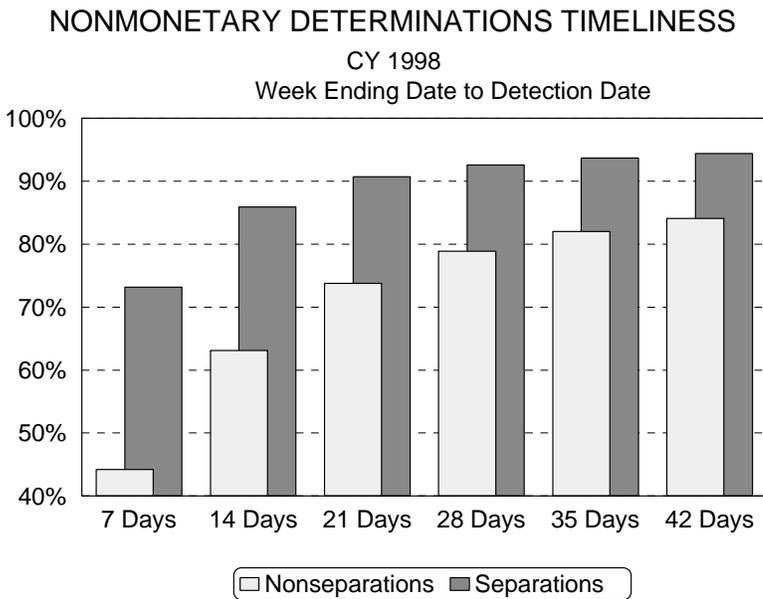
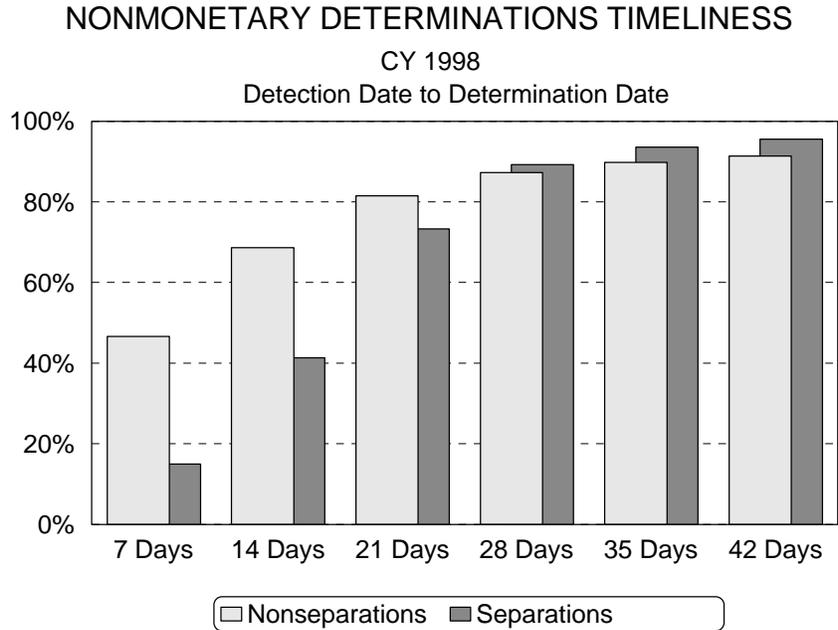


As with separations, the performance on interstate nonseparation determinations has declined slightly from 1997 to 1998 and lies slightly below the aggregate measure.

UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

The adjacent chart shows the pattern of decision time lapse for issuing both kinds of determinations at different intervals in 1998. Nearly half of nonseparation issues were decided within the first week after detection, versus only 15% of separations (nearly all separations require obtaining information from

employers). The percentage of nonseparation determinations exceeded those for separations at the 14-day interval (the nonsep criterion interval) and 21-day interval (the separation criterion interval). At 28 days and longer, States had issued a higher percentage of separations than nonseparation. By 35 days, they have made more than 90% of both kinds of determinations.



States reported that they detected separation issues much earlier than nonseparation issues in 1998. Over 90% of separation issues were detected within 21 days, whereas by 42 days, they had detected less than 85% of nonseparation issues.

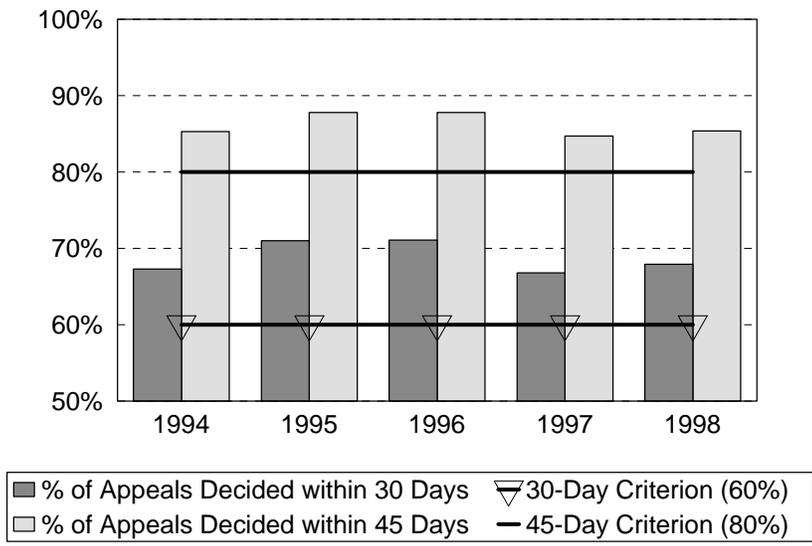
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Appeals Timeliness

Appeals performance is one of the most cyclically sensitive UI activities and thus has benefited from the decline in unemployment rates. However, the improvement has been reflected much more in the number of States passing the criteria than in the aggregate performance. Throughout the past five years, the aggregate percentage of appeals decided within 30 days rose from 68% in 1994 to about 71% in both 1995 and 1996, but has since dropped to under 70% again.

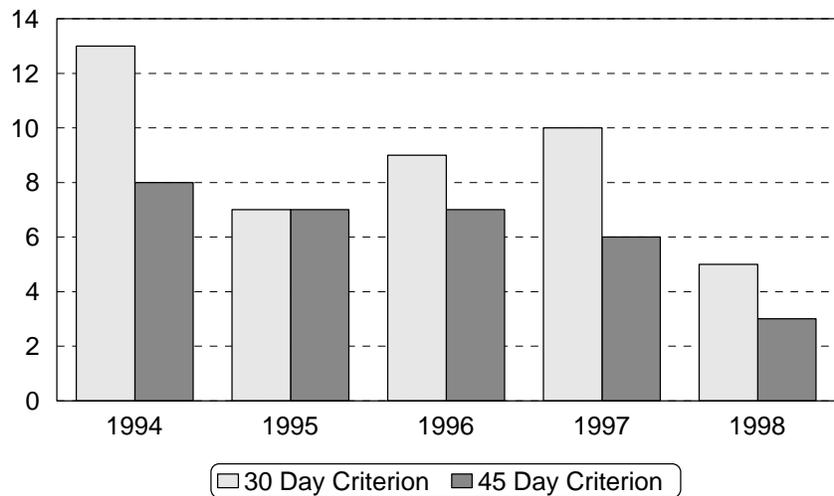
LOWER AUTHORITY APPEALS TIMELINESS

CYs 1994 - 1998



LOWER AUTHORITY APPEALS TIMELINESS

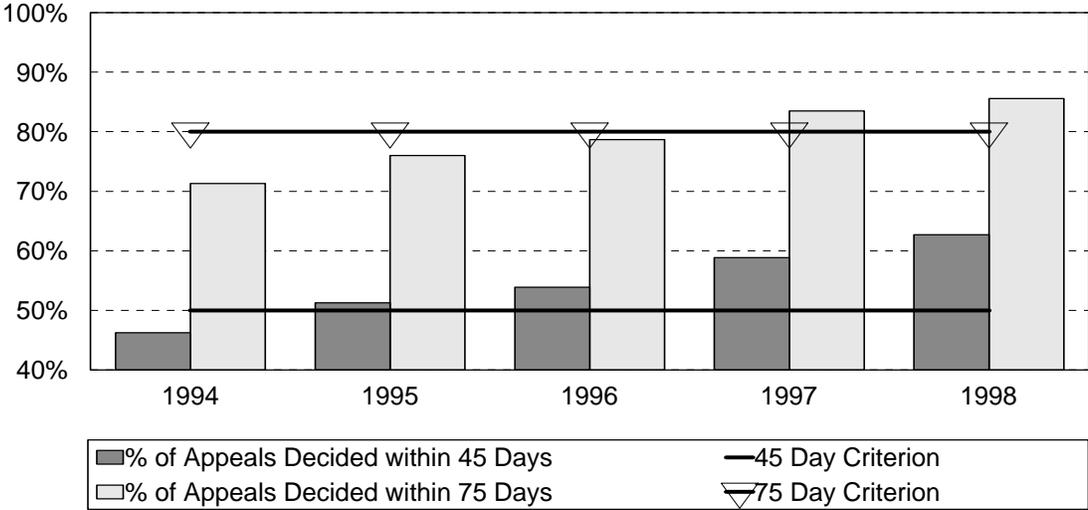
Number of States Failing to Meet Criterion



The percentage of appeals decided within 45 days followed the same pattern so that both series show no trend. The number of States passing the Secretary's criteria shows a down trend more in keeping with the improvement in economic conditions.

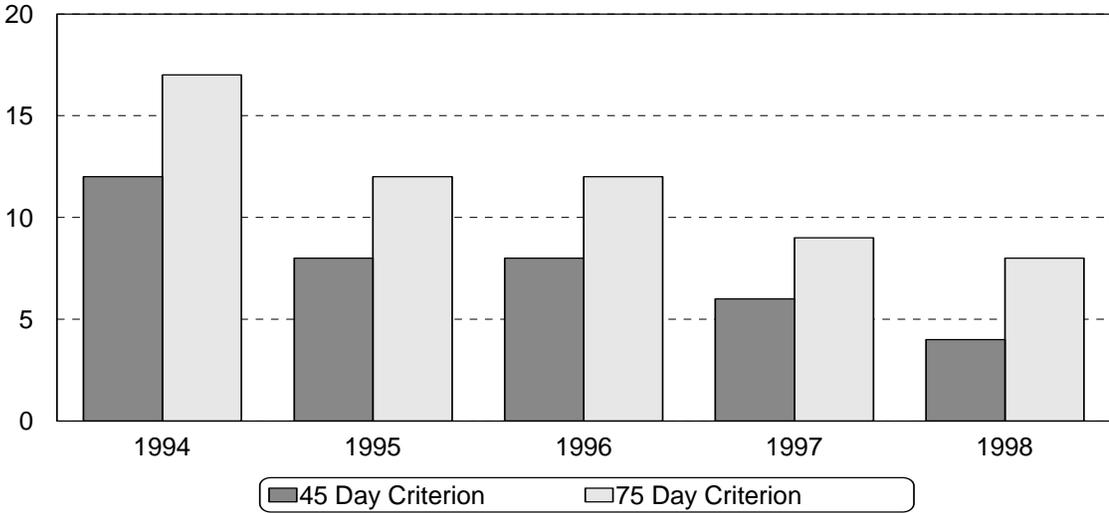
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

HIGHER AUTHORITY APPEALS TIMELINESS
CYs 1994-1998



The past five years have also shown regular improvement in Higher Authority time lapse. The rise in aggregate time lapse has been accompanied by regular declines in the number of States that would have failed to meet the new Tier I criteria established in 1999.

HIGHER AUTHORITY APPEALS TIMELINESS
Number of States Failing to Meet Criterion



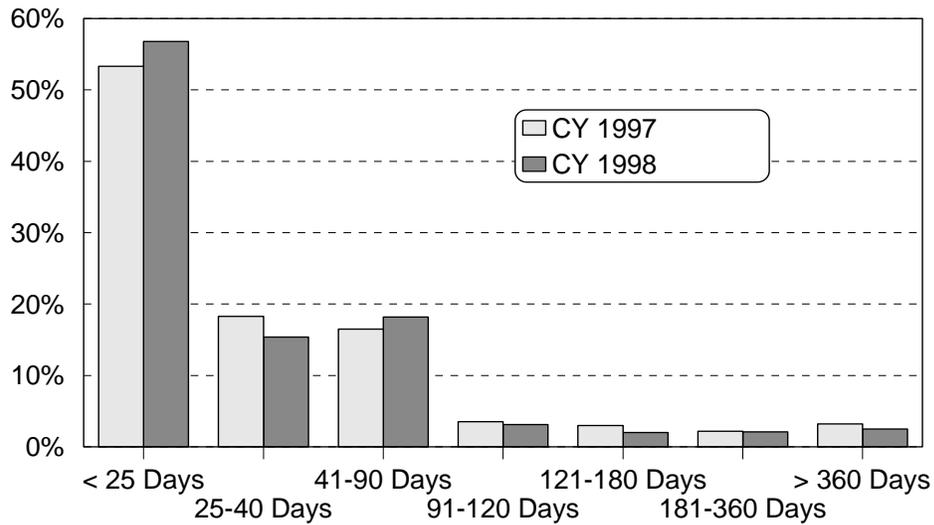
UI PERFORMS ANNUAL REPORT CY 1998

Supplementing the measures of how quickly States decide appeals is the age of undecided or pending appeals at the end of the year. The chart below shows that at the end of 1998, 57% of all undecided Lower Authority appeals had been filed less than 25 days ago (and hence were still likely to be decided within the first time lapse interval of 30 days). Further, this was an improvement over the 53% less than 25 days old at the end of 1997.

The percentages of very old (91+ days) undecided appeals also declined slightly between 1997 and 1998. The pattern is different for Higher Authority Appeals; the shares of appeals still able to meet time lapse (<40 and 40-70 days) rose slightly from 1997 to 1998, with corresponding increases in the shares at all longer age categories except for the last one of >360 days.

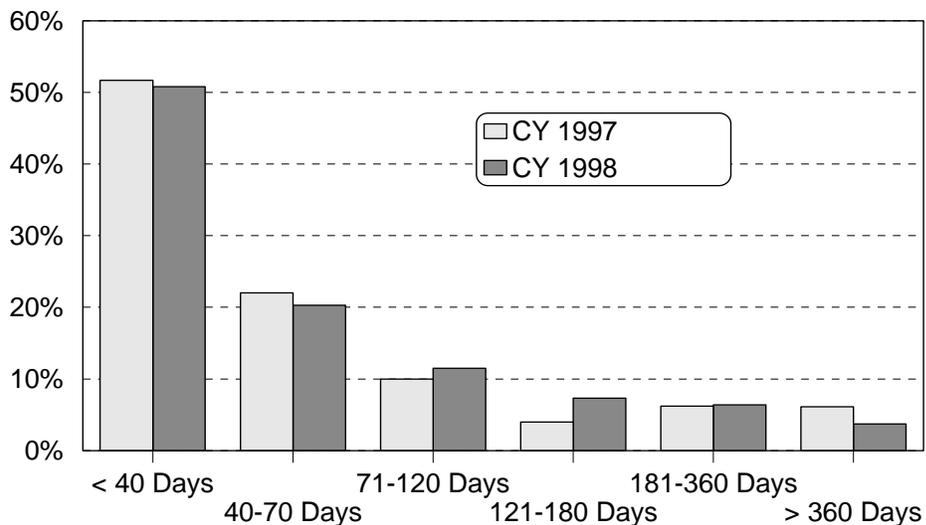
LOWER AUTHORITY APPEALS CASE AGING

Age of Appeals Pending at End of Calendar Year



HIGHER AUTHORITY APPEALS CASE AGING

Age of Appeals Pending at End of Calendar Year

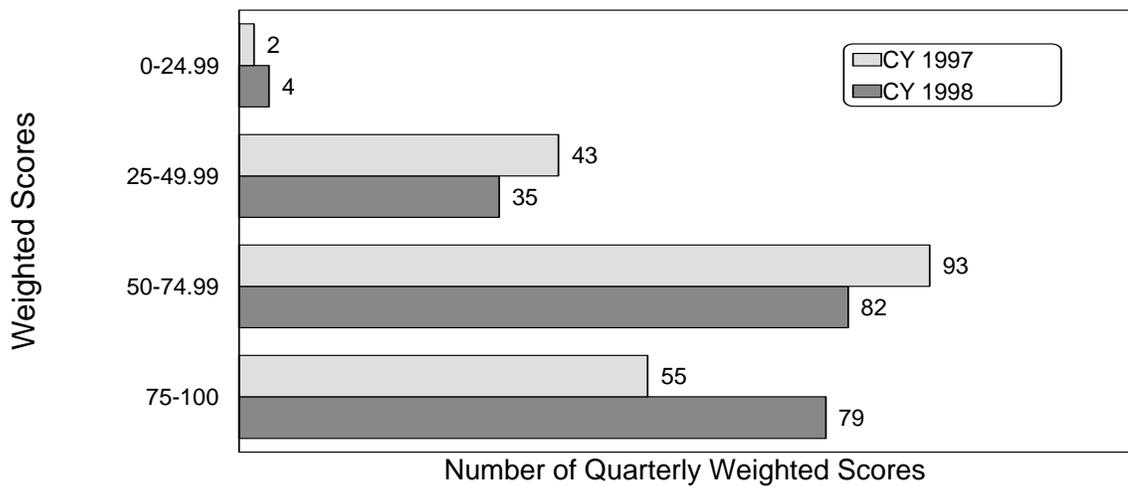


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Nonmonetary Determinations Quality

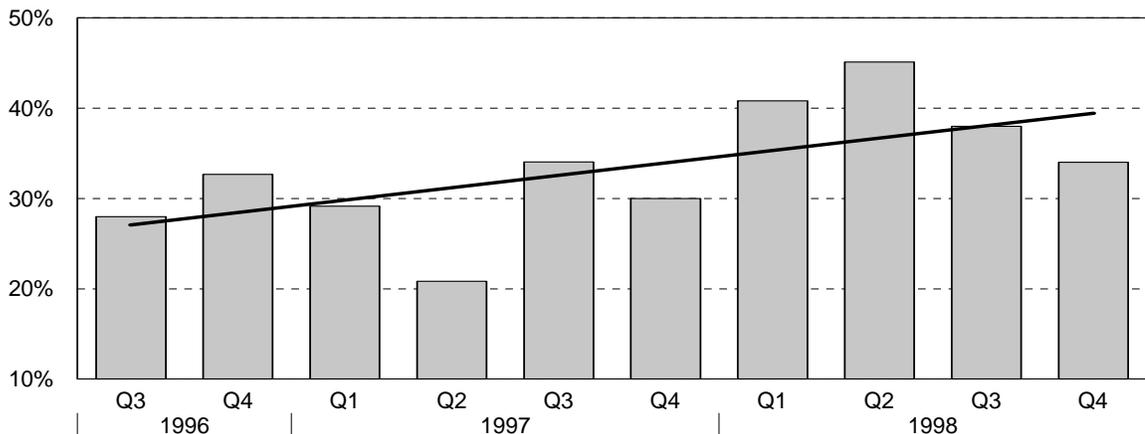
The chart below shows that nonmon quality improved considerably between 1997 and 1998. The percentage of cases with passing quality scores (greater than 80 points) jumped from about 29% to nearly 40%.

**NONMONETARY DETERMINATION QUALITY
DISTRIBUTION OF WEIGHTED SCORES**
CY 1997 and CY 1998



The percentage of States that would have passed the new Tier I criterion--75% or more of their cases have scores of over 80 points--trended upward since the first quality samples were drawn and evaluated for the third quarter of 1996.

NONMONETARY DETERMINATION QUALITY
Percent of States Passing Nonmonetary Determination Quality
Quarter Ending 9/96 to Quarter Ending 12/98



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

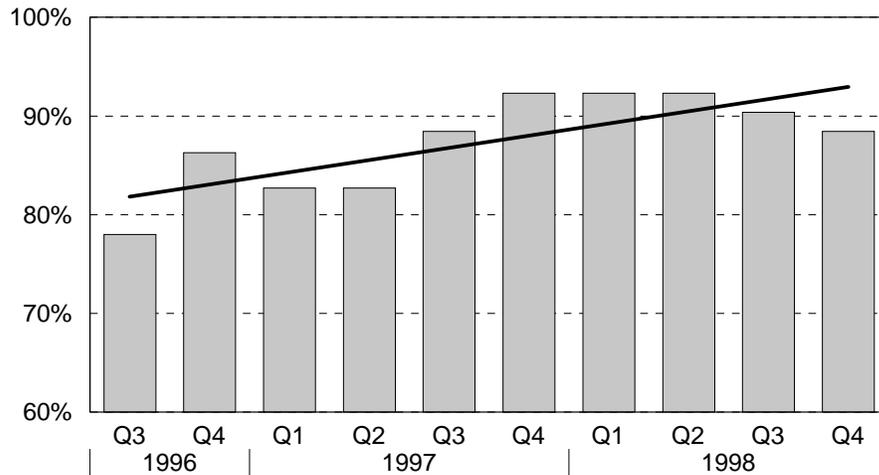
Lower Authority Appeals Quality

UI PERFORMS established a new Tier I performance criterion for appeals quality: 80 percent of appeals must pass with at least 85% of potential points. The scores of the due process subset of rating elements are also tabulated. For a case to pass the due process evaluation every element must be scored satisfactory.

The lower chart shows the number of number of States' quarterly samples in 1997 and 1998 grouped by the percentages of cases failing due process. In 1997, there were both more quarter with 10% or fewer failing cases (111) and more than 30% (16) than in 1998 (107 and 11, respectively)

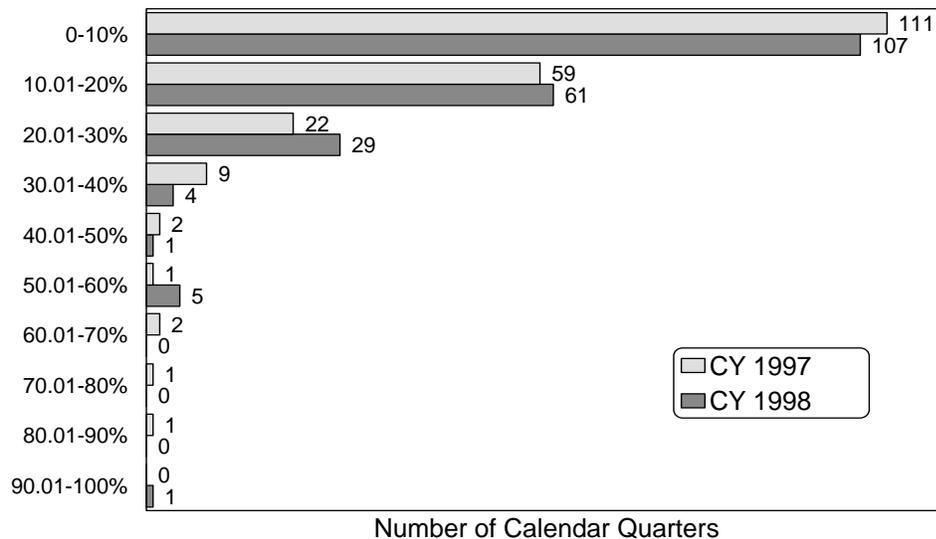
LOWER AUTHORITY APPEALS

Percent of States Passing Quality
Quarter Ending 9/96 to Quarter Ending 12/98



PERCENT OF LOWER AUTHORITY APPEALS FAILING DUE PROCESS

CY 1997 and CY 1998



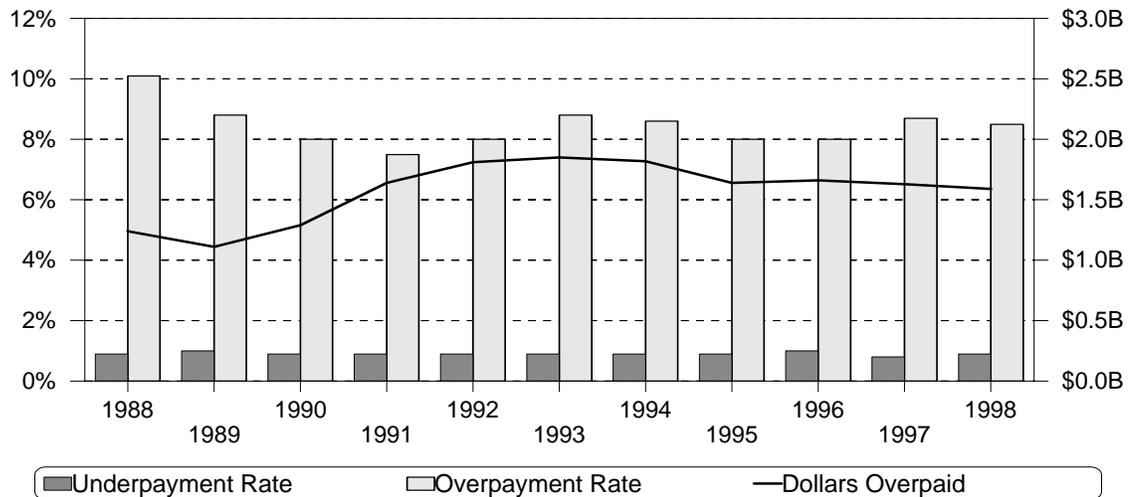
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Benefit Accuracy Measurement Error Rates

In CY 1998, the weighted BAM overpayment rate was 8.5%, and the underpayment rate was 0.9%, of benefits paid. Chart 35 illustrates that when first reported, for 1988, the rate exceeded 10%; it declined regularly to 7.5% in 1991, and since then it has stayed in the narrow range of 8% to 8.8%. Underpayments have been approximately 0.9% of benefits every year. Dollars overpaid have been approximately \$1.6 billion each year since 1995.

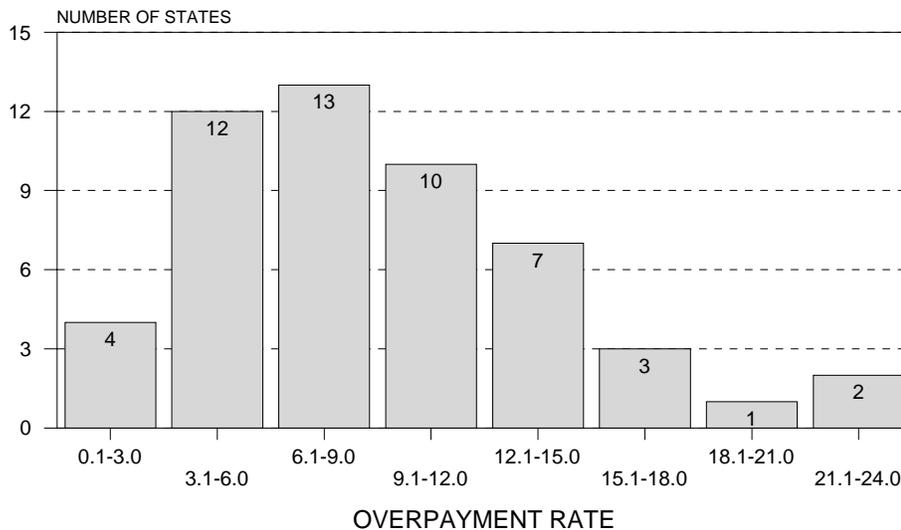
BENEFIT ACCURACY MEASUREMENT

National Estimates
CY 1988 to CY 1998



DISTRIBUTION OF BAM OVERPAYMENT RATES

CY 1998

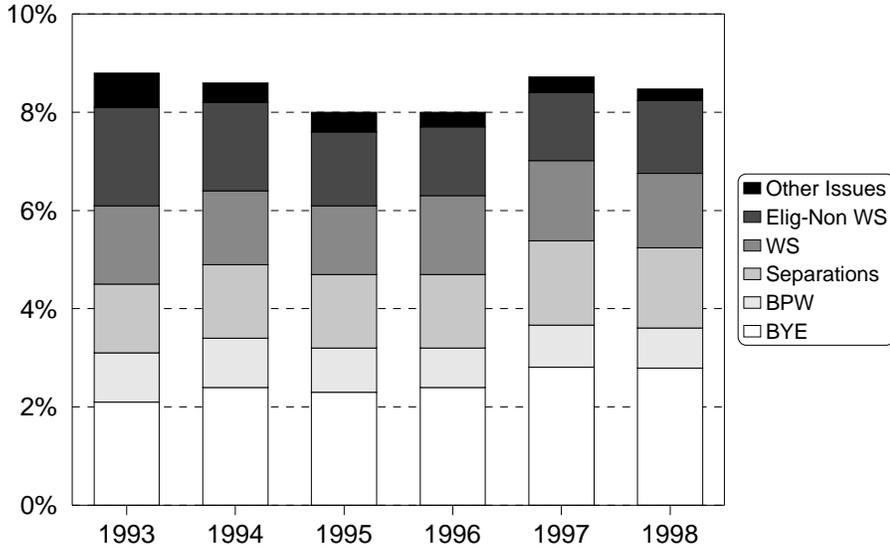


In 1998, four states reported overpayment rates of 3% or less and three over 18%.

UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

BAM OVERPAYMENTS BY CAUSE

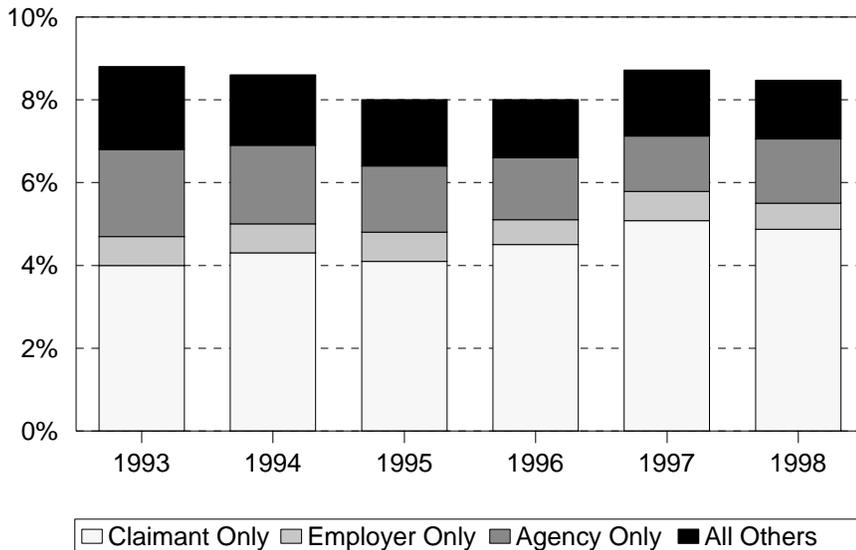
As a Percent of Dollars Paid



The largest cause of dollars overpaid in 1998 was Benefit Year Earnings violations--failing to report all or part of moneys earned while claiming benefits during the key week--followed by separations violations and then work search. The same pattern prevailed in 1997. Claimant errors were responsible for about 60% of overpayment errors, with claimants and the agency jointly responsible for another fifth.

BAM OVERPAYMENT RATES BY RESPONSIBILITY

As a Percent of Dollars Paid



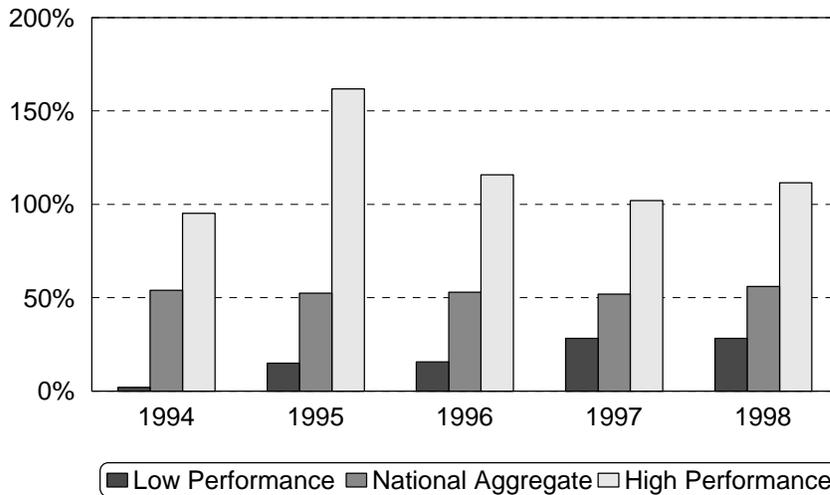
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Benefit Payment Control Recovery Performance

States reported that they recovered approximately 50% of the fraud overpayments they established in 1998, and about 55% of the nonfraud overpayments established. Although the aggregate recovery rate has been quite steady since 1994, the rate of the lowest-performing state has improved considerably for both fraud and nonfraud cases, and has risen steadily each year for nonfraud overpayments.

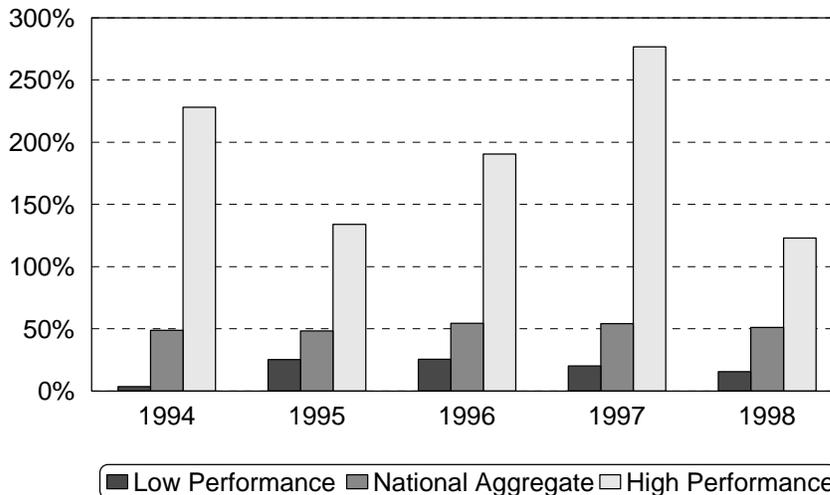
BENEFIT PAYMENT CONTROL

Nonfraud Recovery Rates



BENEFIT PAYMENT CONTROL

Fraud Recovery Rates



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

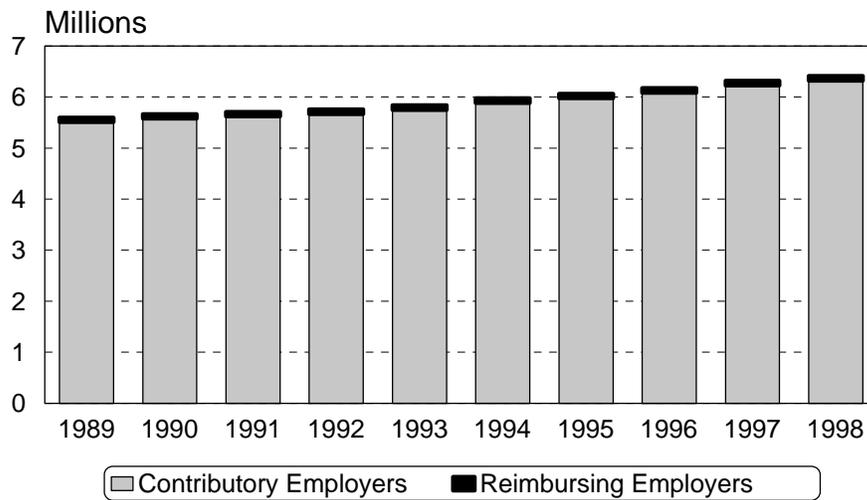
TAX PROGRAM ACTIVITY AND PERFORMANCE

The number of subject employers has grown fairly steadily at a rate of about 1.5% a year since 1989 to a total of 6.4 million in 1998. Of these, about 6.3 million, or 98% were contributory.

NUMBER OF SUBJECT EMPLOYERS

CYs 1989 - 1998

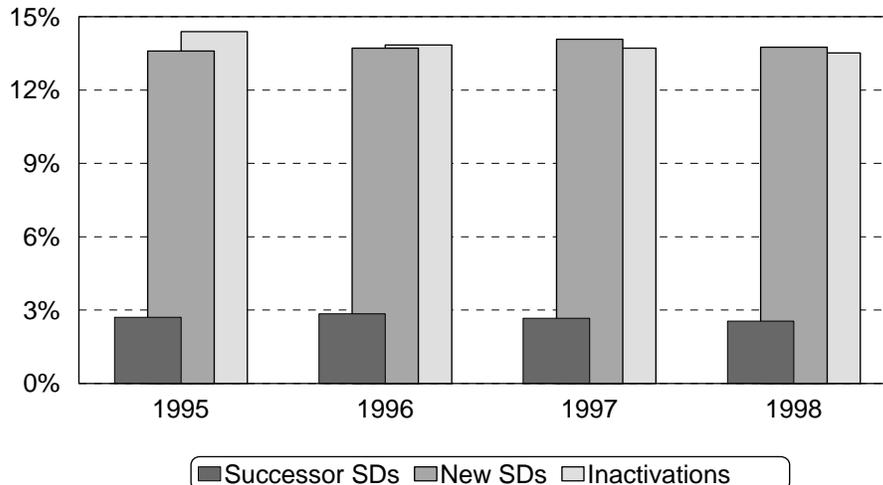
The slow, steady annual growth conceals considerable turnover. Measured by status determination activity, turnover is quite high.



TURNOVER IN EMPLOYER POPULATION

Status Determinations (SDs) as % of Subject Employers
CYs 1995 - 1998

Each year since 1994, new accounts and inactivations/terminations each amounted to about 13% of liable employers, and successorships close to 3%.



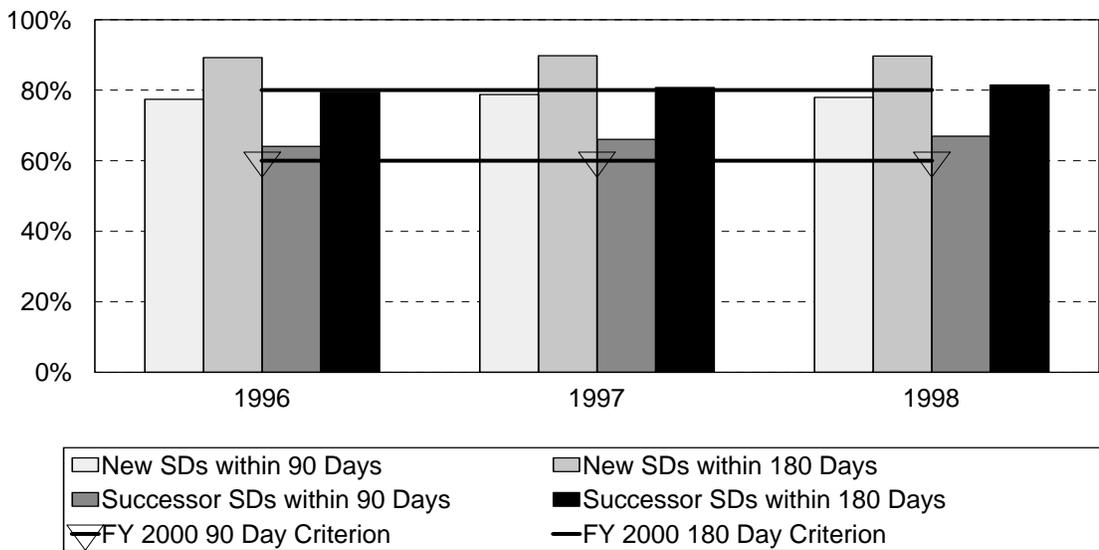
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Status Determinations

State performance on both new and successor status determinations has remained quite stable since 1996. Nationally, they make nearly 80% of new determinations within 90 days, well above the new criterion of 60%, and about 90% within 180 days, also well over the new 180-day criterion. Successor timeliness is slower but has improved each year.

TIMELINESS OF STATUS DETERMINATIONS

CYs 1996 - 1998

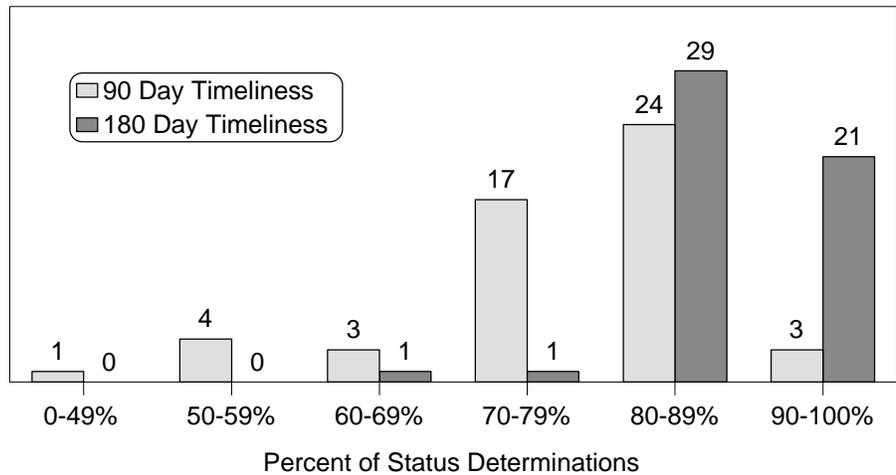


TIMELINESS OF STATUS DETERMINATIONS

New Employers - CY 1998

However, five States would have failed to meet the 60-day criterion, and three the 180-day mark, in 1998, while two out of five States made all new determinations within 180 days.

Number of States

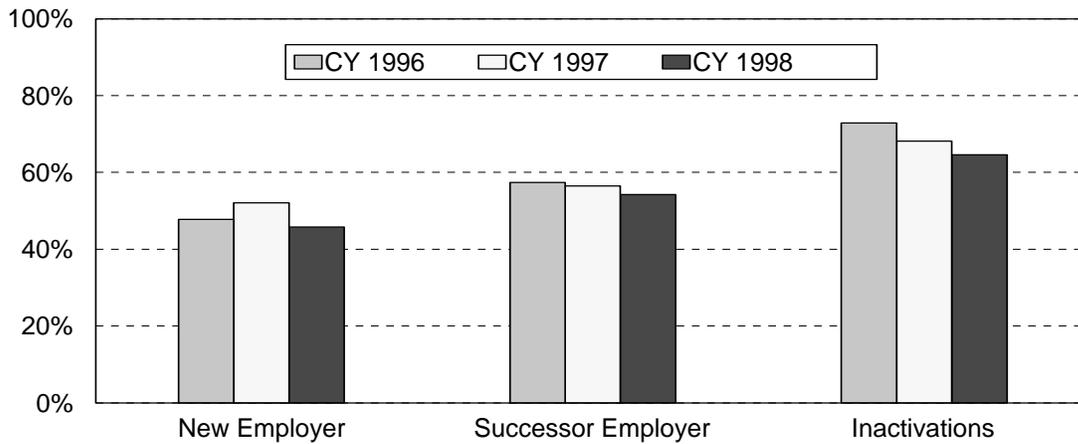


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

States have not improved the accuracy of their status determinations since 1996. The number of States passing the new and successor acceptance samples has been flat at about 50% and 58%, respectively, while the number passing for terminations/inactivations has declined each

ACCURACY OF STATUS DETERMINATIONS

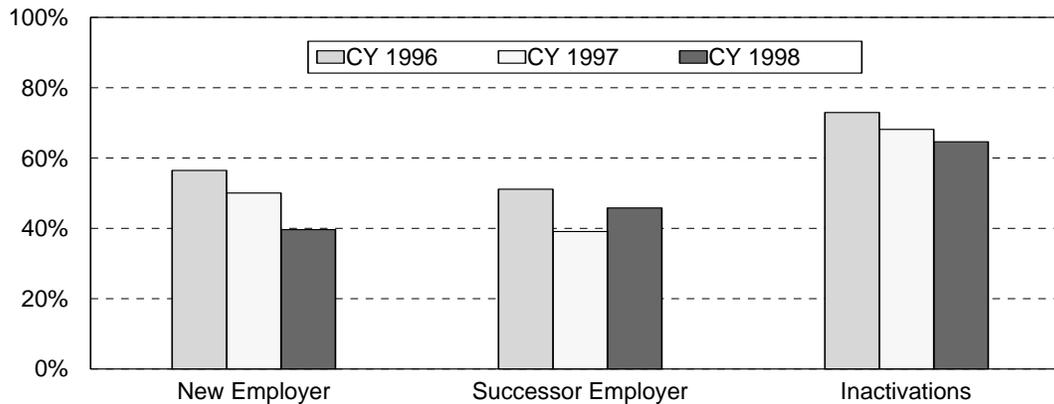
Percent of States Passing



year. (Because the recently-announced Tier I criterion for the New Determinations accuracy is based on six allowable failures out of 60 instead of the present two, performance against that criterion would have been better than the figure shows.) The same pattern of declining accuracy holds for the posting of status findings.

ACCURACY OF POSTINGS

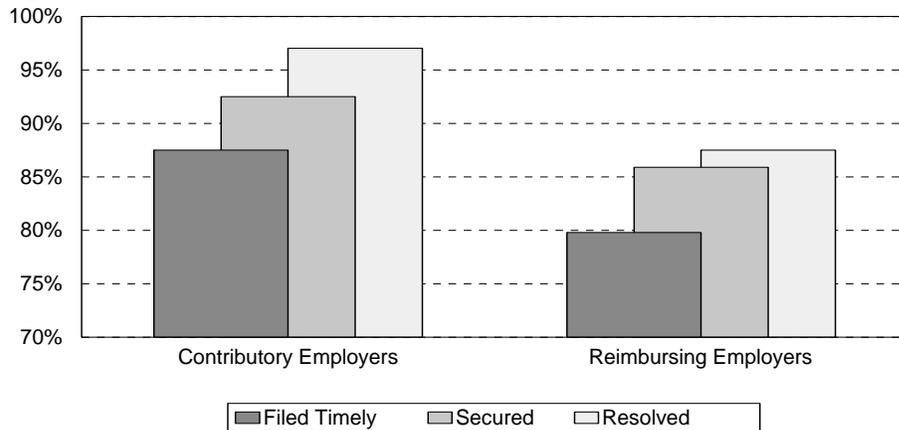
Percent of States Passing



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

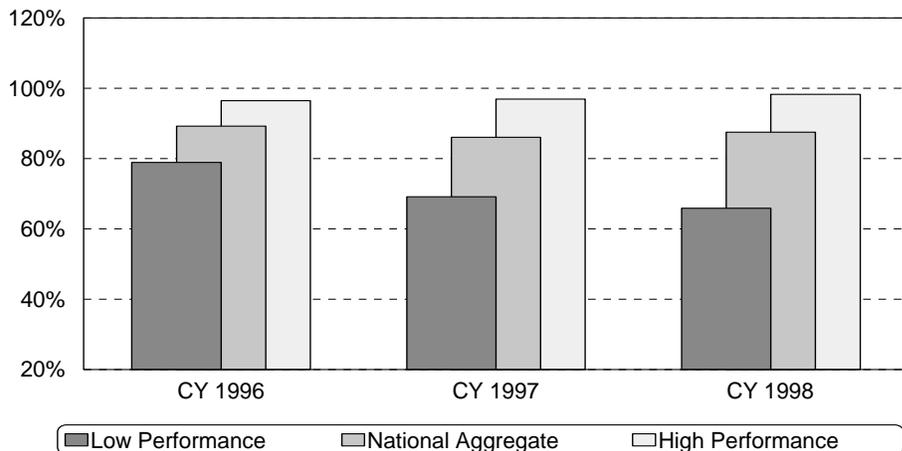
Report Delinquency

REPORT DELINQUENCY ACTIVITY
CY 1998



State receive more reports on time, and secure or resolve more delinquent reports, from contributory employers than from reimbursing. Over the last three years, there has been no noticeable pattern of improvement or decline in average timely reporting among contributory employers, although the performance of the best State has improved and that of the worst-performing State has worsened.

REPORTS FILED TIMELY
Contributory Employers
CYs 1996 - 1998

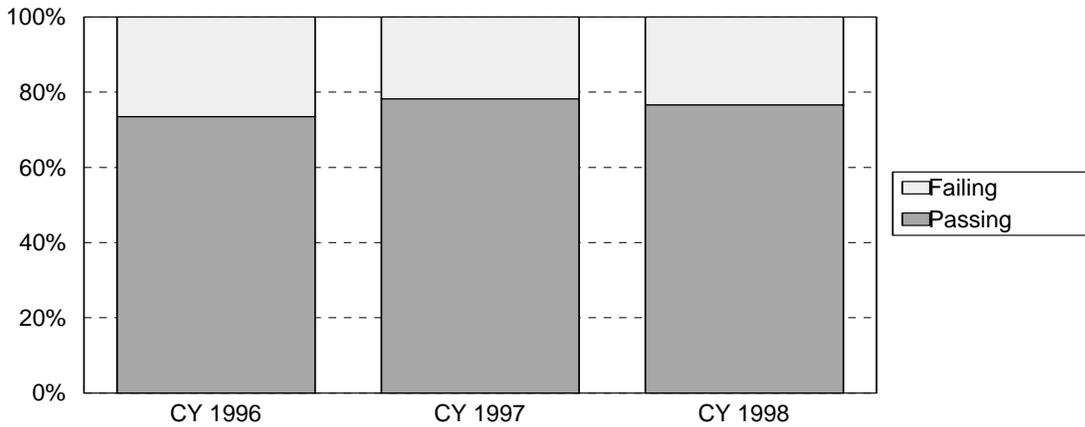


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

The number of States passing the acceptance sample for quality in delinquent reports operations improved from 1996 to 1997 and has held its level in 1998.

RESOLUTION OF REPORT DELINQUENCIES

Percent of States Passing

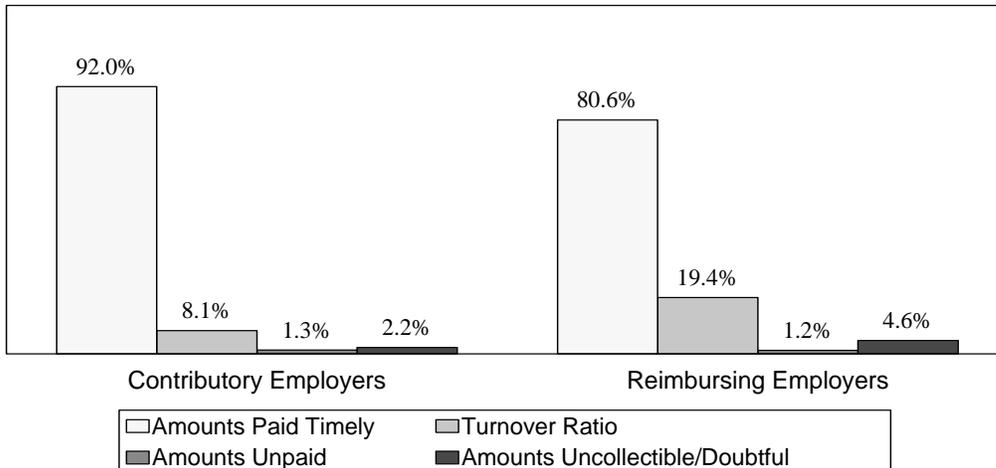


Collections

Just as with reporting, contributory employers are considerably more likely (92% to 81%) to pay due amounts on time than reimbursing.

COLLECTION ACTIVITIES

CY 1998

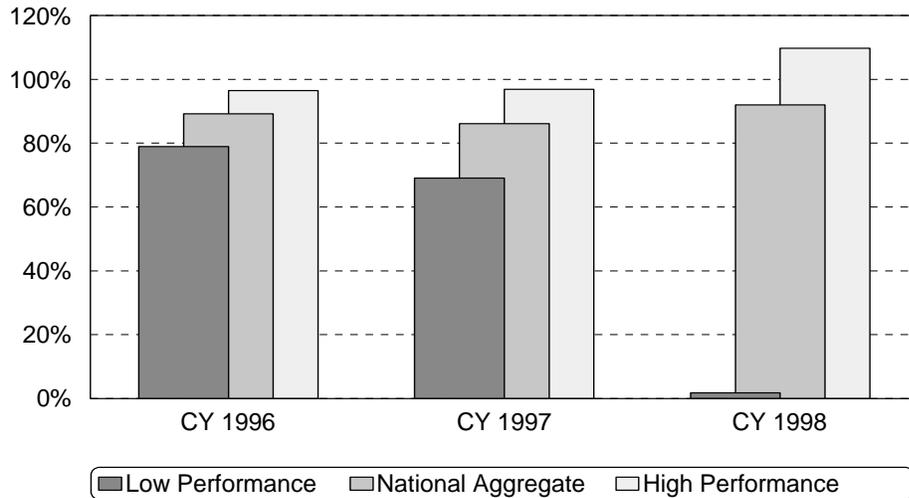


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Although the rates of turnover of delinquent amounts are about the same, States write off or declare doubtful about twice the proportions of unpaid amounts for reimbursing employers as for contributory.

AMOUNTS PAID TIMELY

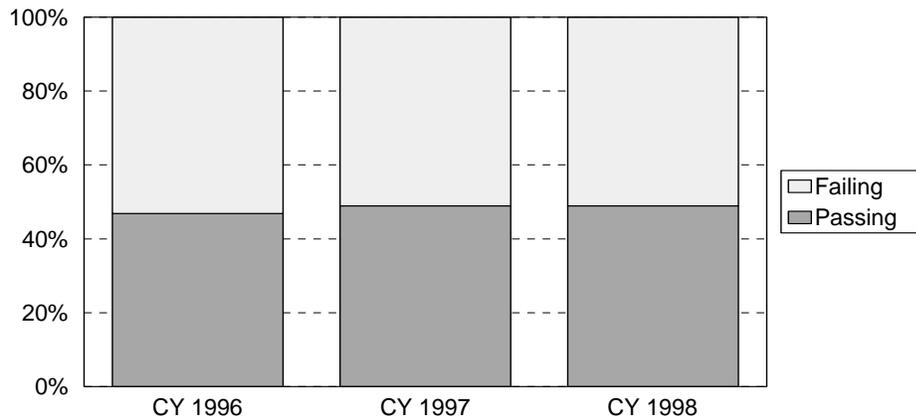
Contributory Employers
CYs 1996 - 1998



The proportion of total contributory employers taxes due paid timely was higher in 1998 than in 1996, and much higher than in 1997. Although there has been slight improvement from 1996 to 1998, only about half the States pass the acceptance sample for quality operation of the collections function.

COLLECTION OF TAXES DUE

Percent of States Passing

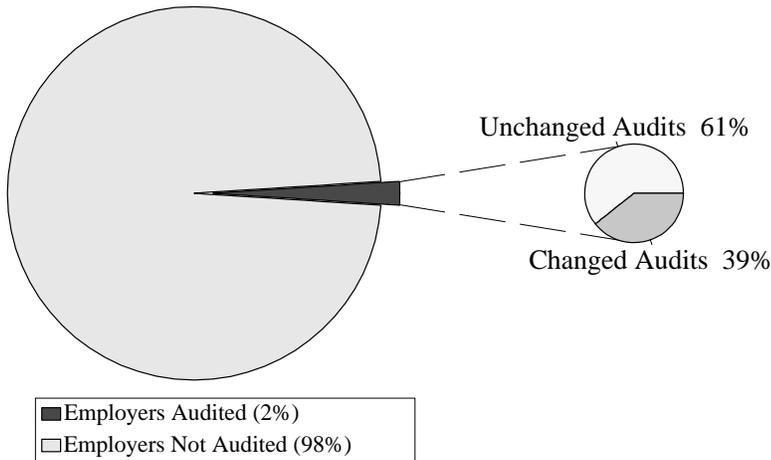


UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Field Audit

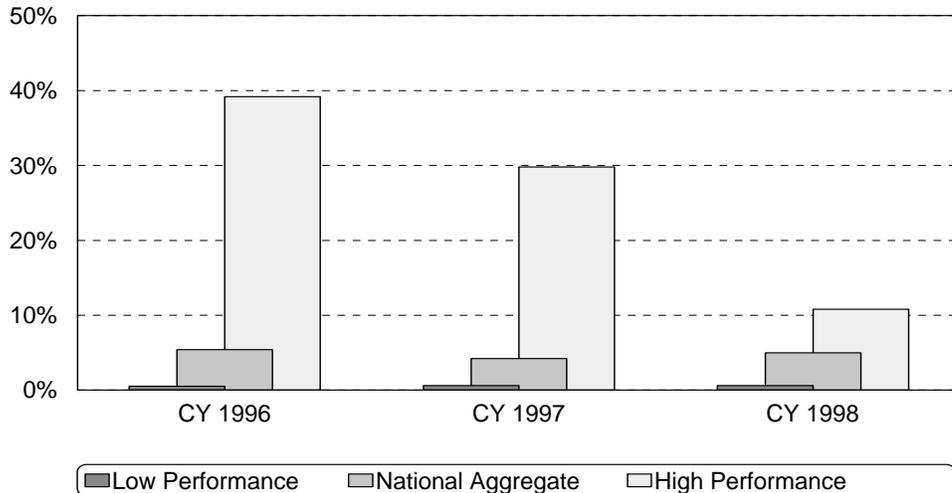
In 1998, States audited about 2% of contributory employers. About two in five resulted in some change in the audited employer's liability or taxes due.

FIELD AUDIT PENETRATION AND CHANGE
CY 1998



The aggregate penetration of wages is slightly lower than of employers. This suggests that on the whole, many smaller-than-average firms are selected for audit.

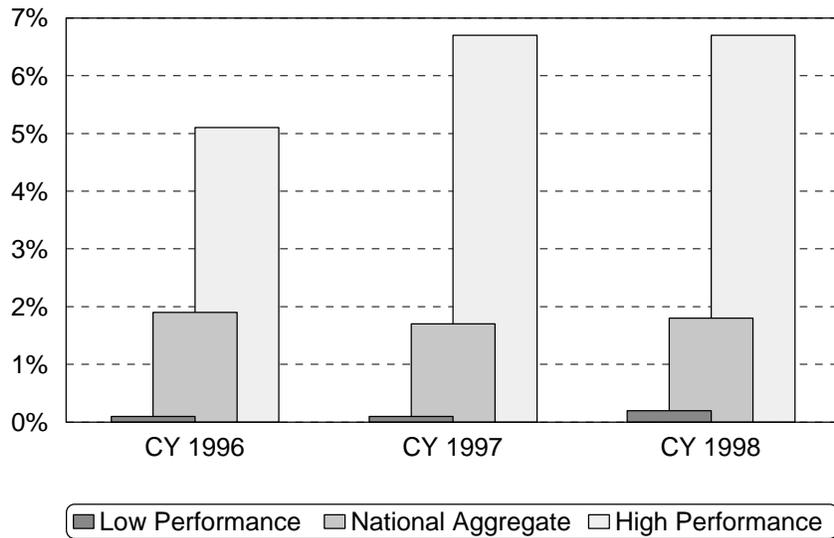
FIELD AUDIT RESULTS
Percent Change in Total Wages Resulting From Audit
CYs 1996 - 1998



UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

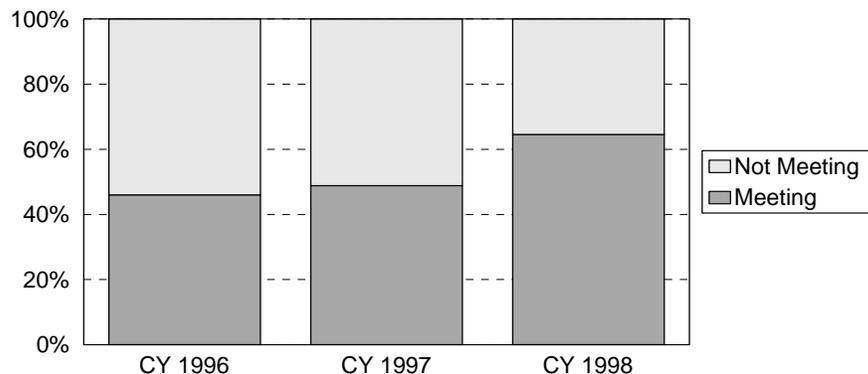
State performance in audit penetration varies considerably: the high State attains a penetration rate of wages which is about three times the average, and the low State about one tenth of the average. For the country as a whole, these audits resulted in a change of about 5% in aggregate wages in 1998, about the same result as in the two previous years. As with wage penetration, the range among States has always been considerable, from the lowest State reporting about 1% of wages changed due to audits to the highest of about 11% in 1998. The reported range was much greater in 1996 and 1997, because of changes reported by the highest-change States.

FIELD AUDIT RESULTS
Annualized Percent of Total Wages Audited
CYs 1996 - 1998



Field audit acceptance sample results have improved noticeably since 1996. In 1996, fewer than 50% passed the acceptance sample for satisfaction of Employment Security Manual audit requirements; by 1998, this had risen to about two thirds.

QUALITY OF FIELD AUDITS
Percent of States Meeting ESM Requirement Criterion



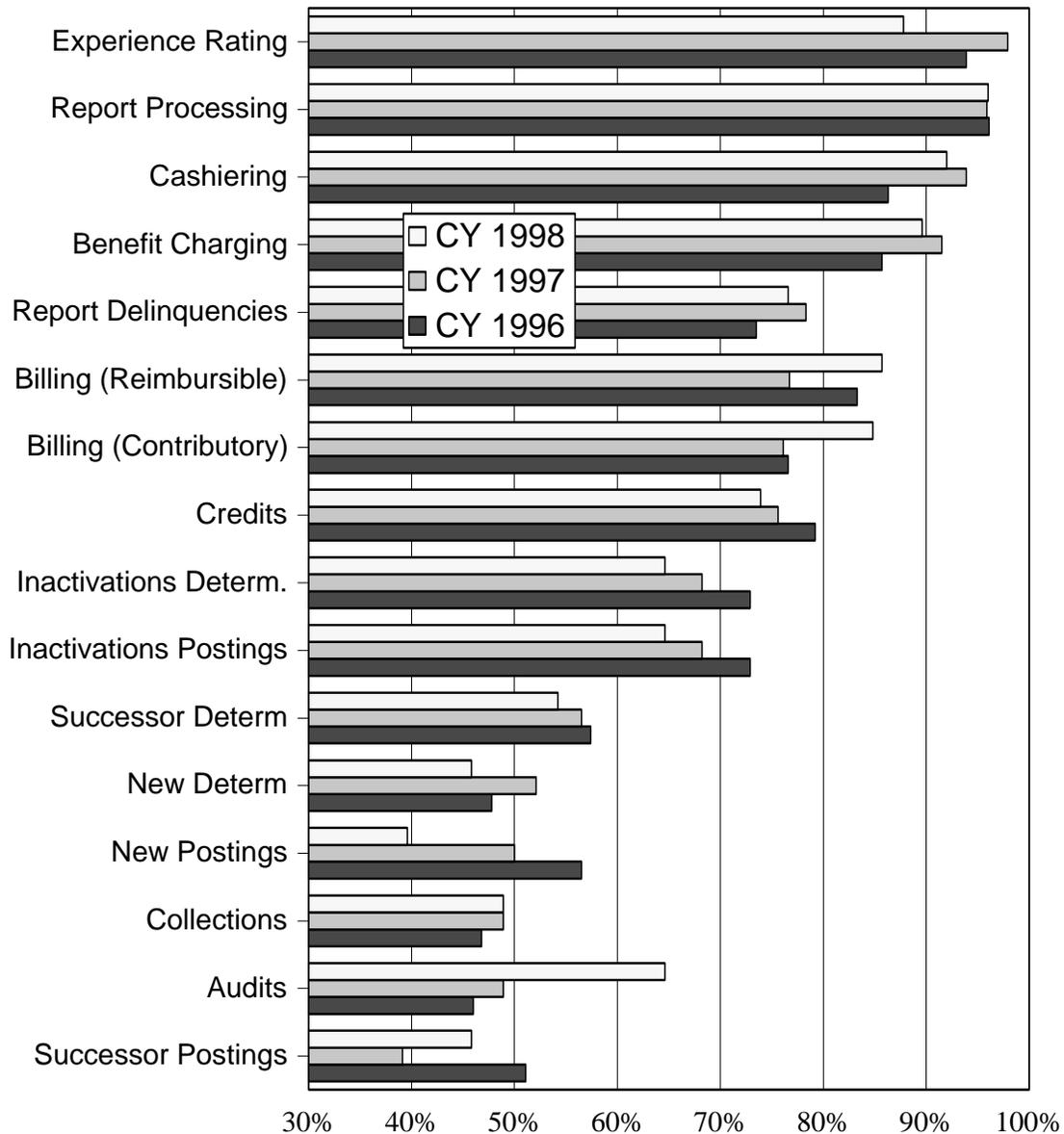
UI PERFORMS ANNUAL REPORT CY 1998
NATIONAL REPORT

Account Maintenance

CY 1998 acceptance sample results show declining performance in the accuracy of most tax functions. The accuracy of field audits improved significantly from previous years.

ACCEPTANCE SAMPLE RESULTS

Percent of States Passing



UI PERFORMS ANNUAL REPORT CY 1998
STATE REPORTS

The CY 1998 UI PERFORMS results, including data from the Benefit Accuracy Measurement, Benefits Timeliness and Quality , and the Tax Performance System programs, are displayed in a four-page format, individually, for each state. The display includes all Tier I measures and many Tier II measures. The corresponding national data is given as a means of comparison. Additionally, nonmonetary and lower authority appeals quality, and new status determination timeliness are displayed graphically.

The following symbols are used in the State reports:

- ☐* State did not report data as of 8/4/99.
- ☐** State had a problem in establishing the sample universe.
- ☐^ State did not participate in the program.
- ☐+ State does not have higher authority appeals.

A description of the footnotes referred to in the Benefit Accuracy Measurement section of the tabular display can be found in Appendix A.

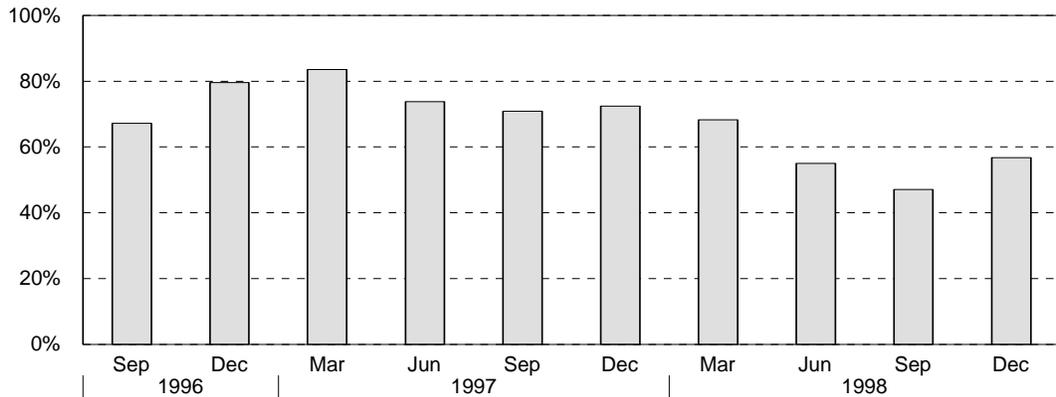
UI PERFORMS ANNUAL REPORT CY 1998
ALABAMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	113,569	96.7%	90.1%	87%
Intrastate UI, full weeks - 35 Days	113,569	98.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,730	85.0%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,730	91.5%	92.4%	78%
All First Payments - 14/21 Days	131,086	96.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	131,086	98.6%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	116,188	64.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	41,344	73.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	116,188	73.2%	63.1%	none
Separation Issues within 21 Days	41,344	93.9%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,929	82.9%	67.9%	60%
Decisions within 45 Days of Filing	12,929	97.0%	85.4%	80%
Decisions within 90 Days of Filing	12,929	99.6%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,399	73.4%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,399	85.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,399	99.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,558	88.2%	69.8%	none
Wage Transfers Made within 14 Days	9,558	98.4%	97.3%	none
Billing Made within 45 Days	192	75.5%	92.6%	none
Reimbursements Made within 45 Days	185	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,257,022	86.9%	61.4%	none
Payments Made within 14 Days	1,257,022	97.0%	92.5%	none
Payments Made within 21 Days	1,257,022	98.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	393	58.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	97.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,941,734	53.2%	50.9%	none
Nonfraud Overpayment Recovery Rate	4,266,552	77.2%	56.1%	none

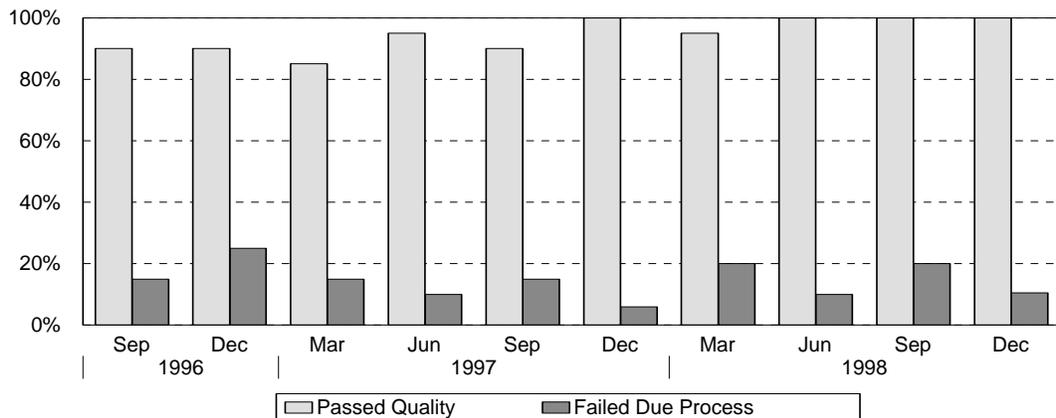
UI PERFORMS ANNUAL REPORT CY 1998
ALABAMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.6	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.45	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$211,507,128	\$18.8 B	none
Sample Size	702	26,353	none
Proper Payment Rate	92.5 +/- 1.9	91.5%	none
Overpayment Rate	7.5 +/- 1.9	8.5%	none
Underpayment Rate	0.6 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
ALABAMA

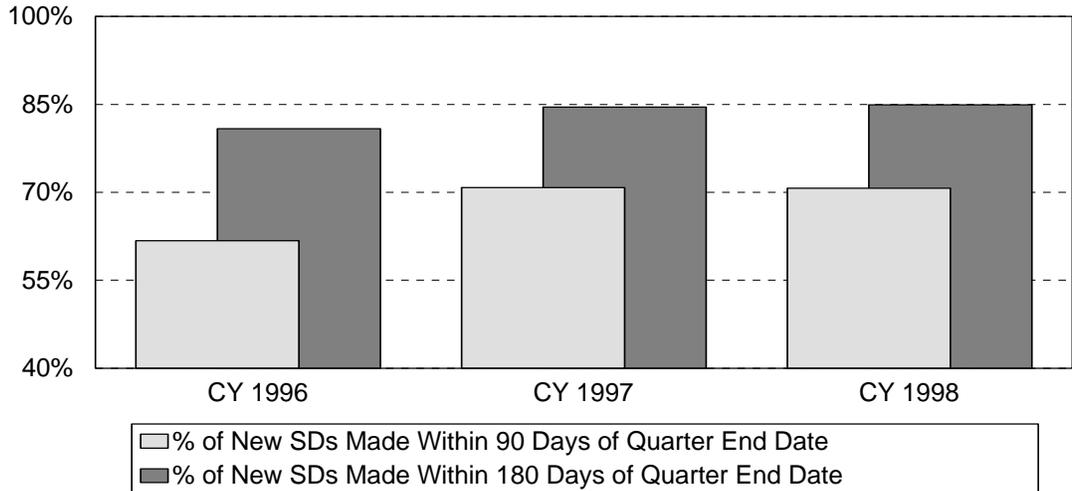
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	70.7%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	84.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	**	45.8% Pass
Accuracy In Postings?	**	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	47.2%	67.0%
Percentage Made Within 180 Days	77.3%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	**	64.4% Pass
Accuracy In Postings?	**	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.9%	87.4%
Percentage Secured	96.1%	92.5%
Percentage Resolved	98.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.4%	79.8%
Percentage Secured	95.8%	85.9%
Percentage Resolved	96.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	**	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	77.9%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.1%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.7%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
ALABAMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.6%	5.0%
Percentage Of Contributory Employers Audited	2.0%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



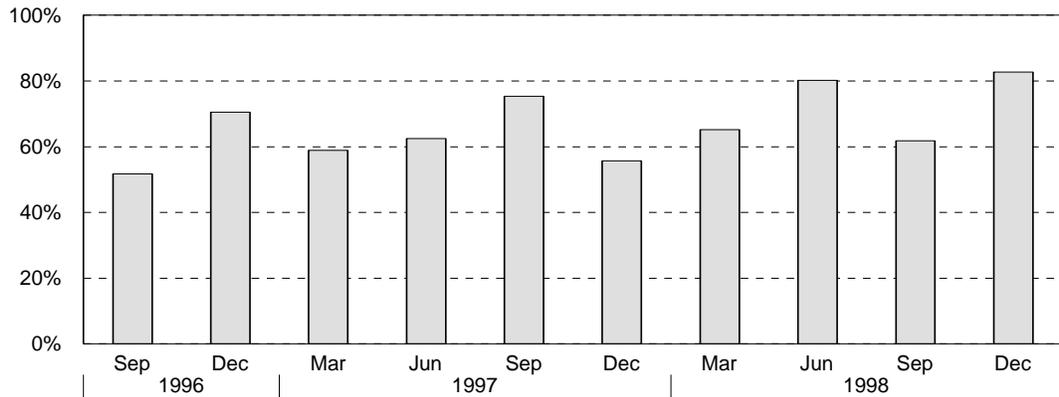
UI PERFORMS ANNUAL REPORT CY 1998
ALASKA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	28,040	90.5%	90.1%	87%
Intrastate UI, full weeks - 35 Days	28,040	97.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	12,163	82.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	12,163	92.8%	92.4%	78%
All First Payments - 14/21 Days	45,431	87.3%	89.2%	90% (FY '02)
All First Payments - 35 Days	45,431	95.8%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	27,166	89.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	11,973	95.9%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	27,166	78.3%	63.1%	none
Separation Issues within 21 Days	11,973	46.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,543	63.7%	67.9%	60%
Decisions within 45 Days of Filing	2,543	90.6%	85.4%	80%
Decisions within 90 Days of Filing	2,543	99.1%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	162	44.4%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	162	82.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	162	96.9%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,420	0.0%	69.8%	none
Wage Transfers Made within 14 Days	6,420	94.2%	97.3%	none
Billing Made within 45 Days	96	100.0%	92.6%	none
Reimbursements Made within 45 Days	81	84.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	632,108	44.2%	61.4%	none
Payments Made within 14 Days	632,108	90.6%	92.5%	none
Payments Made within 21 Days	632,108	96.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	228	72.2%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	96.2%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	787,509	73.9%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,050,641	90.3%	56.1%	none

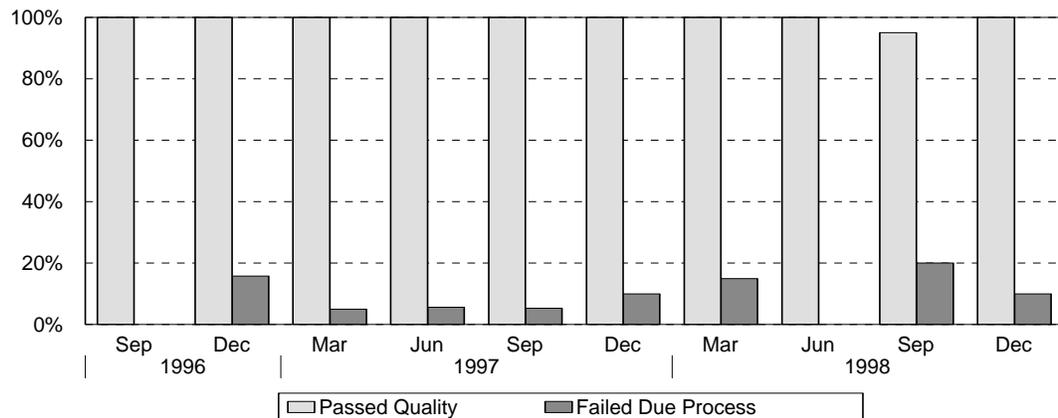
UI PERFORMS ANNUAL REPORT CY 1998
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.20	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$92,772,219	\$18.8 B	none
Sample Size	481	26,353	none
Proper Payment Rate	92.5 +/- 2.4	91.5%	none
Overpayment Rate	7.5 +/- 2.4	8.5%	none
Underpayment Rate	1.4 +/- 0.5	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



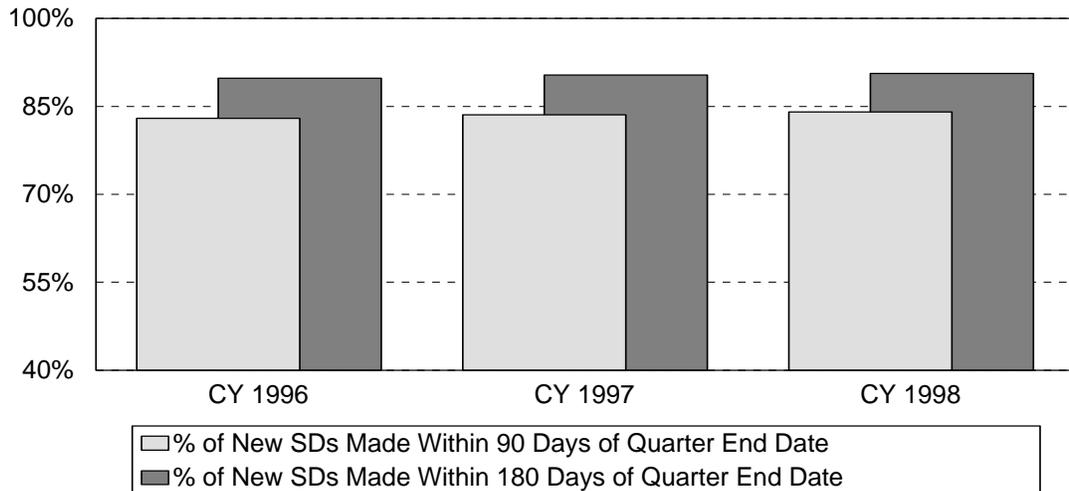
UI PERFORMS ANNUAL REPORT CY 1998
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.2%	67.0%
Percentage Made Within 180 Days	86.8%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.8%	87.4%
Percentage Secured	96.3%	92.5%
Percentage Resolved	99.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.8%	79.8%
Percentage Secured	95.9%	85.9%
Percentage Resolved	98.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.3%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.4%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	95.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.4%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
ALASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	7.0%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	2.6%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	F	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



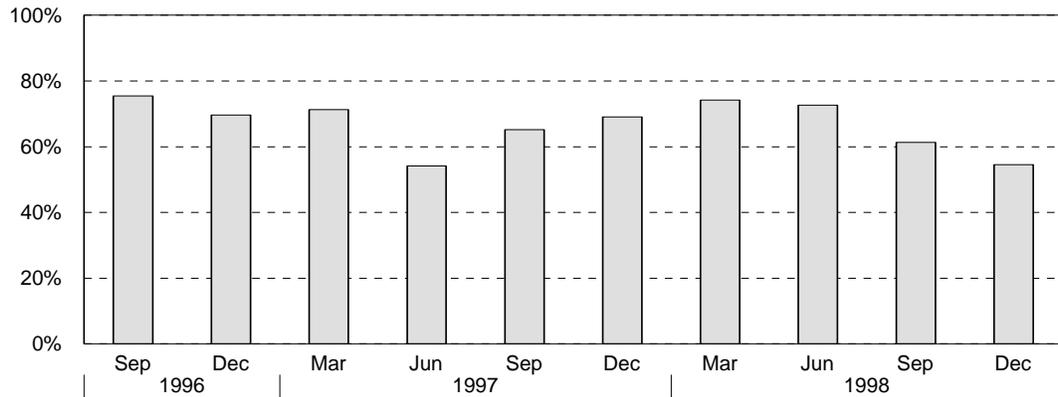
UI PERFORMS ANNUAL REPORT CY 1998
ARIZONA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	53,436	96.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	53,436	98.3%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,157	78.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,157	94.2%	92.4%	78%
All First Payments - 14/21 Days	61,066	94.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	61,066	98.1%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	49,935	83.9%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	48,154	95.6%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	49,935	87.1%	63.1%	none
Separation Issues within 21 Days	48,154	94.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,401	83.4%	67.9%	60%
Decisions within 45 Days of Filing	12,401	96.1%	85.4%	80%
Decisions within 90 Days of Filing	12,401	98.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,613	78.1%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,613	94.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,613	98.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	9,364	0.0%	69.8%	none
Wage Transfers Made within 14 Days	9,364	99.6%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	854,114	95.0%	61.4%	none
Payments Made within 14 Days	854,114	98.2%	92.5%	none
Payments Made within 21 Days	854,114	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	388	65.4%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	76	97.4%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,219,212	67.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	2,030,602	68.1%	56.1%	none

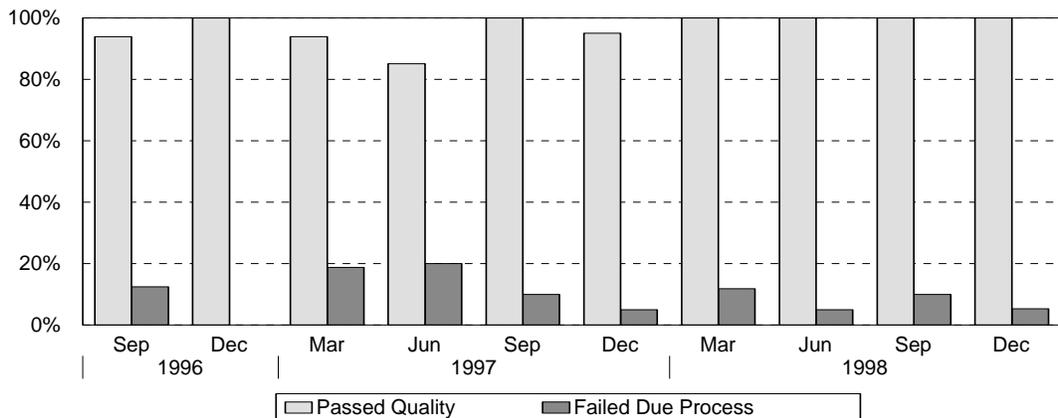
UI PERFORMS ANNUAL REPORT CY 1998
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.6	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.65	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$123,745,079	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	89.3 +/- 3	91.5%	none
Overpayment Rate	10.7 +/- 3	8.5%	none
Underpayment Rate	0.4 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



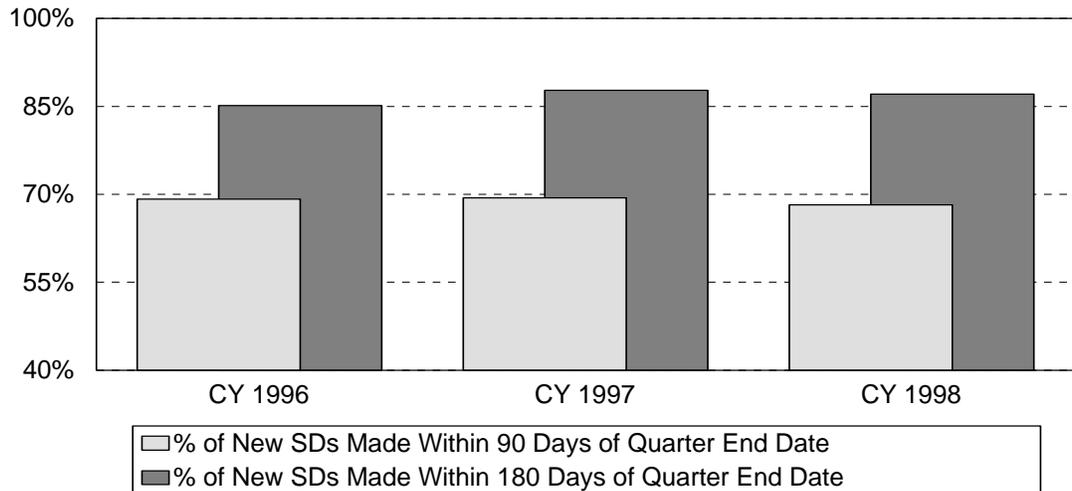
UI PERFORMS ANNUAL REPORT CY 1998
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	68.2%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.2%	67.0%
Percentage Made Within 180 Days	81.2%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.7%	87.4%
Percentage Secured	98.0%	92.5%
Percentage Resolved	102.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	92.0%	79.8%
Percentage Secured	98.9%	85.9%
Percentage Resolved	100.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.7%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.4%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	89.3%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
ARIZONA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	2.5%	5.0%
Percentage Of Contributory Employers Audited	2.4%	2.0%
Annualized Percentage Of Total Wages Audited	2.2%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



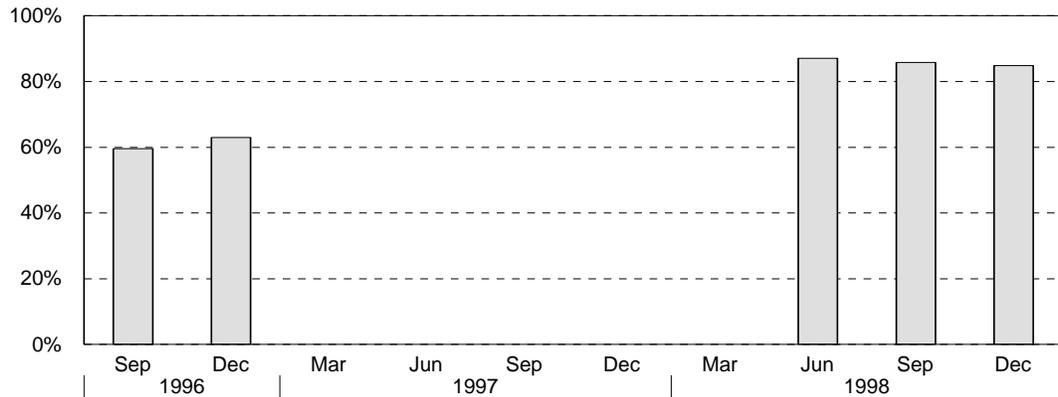
UI PERFORMS ANNUAL REPORT CY 1998
ARKANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	43,013	90.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	43,013	97.3%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,434	72.6%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,434	92.7%	92.4%	78%
All First Payments - 14/21 Days	57,369	90.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	57,369	97.6%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	19,641	63.1%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	27,046	54.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	19,641	74.0%	63.1%	none
Separation Issues within 21 Days	27,046	71.9%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	10,166	97.3%	67.9%	60%
Decisions within 45 Days of Filing	10,166	99.4%	85.4%	80%
Decisions within 90 Days of Filing	10,166	100.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,944	90.3%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,944	95.3%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,944	98.1%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,515	18.4%	69.8%	none
Wage Transfers Made within 14 Days	6,515	71.6%	97.3%	none
Billing Made within 45 Days	250	20.4%	92.6%	none
Reimbursements Made within 45 Days	181	93.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	680,065	83.4%	61.4%	none
Payments Made within 14 Days	680,065	96.5%	92.5%	none
Payments Made within 21 Days	680,065	98.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	175	85.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	79	89.9%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	816,423	37.2%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,287,773	32.5%	56.1%	none

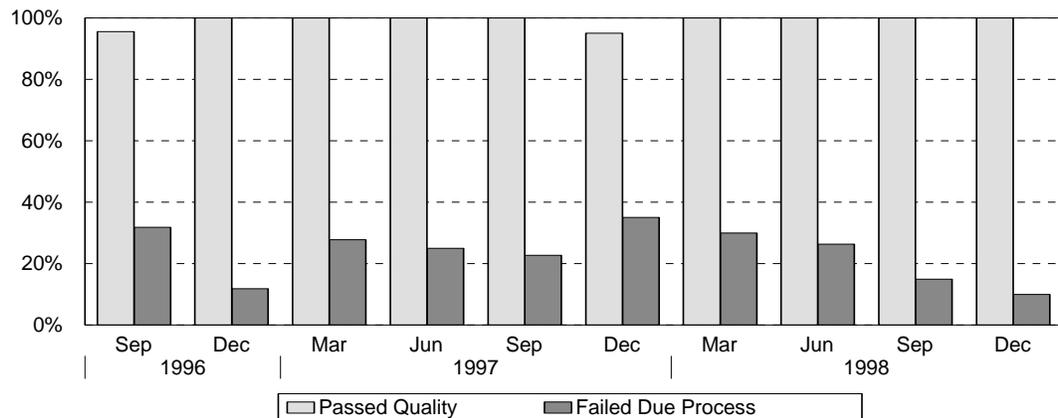
UI PERFORMS ANNUAL REPORT CY 1998
ARKANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.7	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.65	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$173,585,152	\$18.8 B	none
Sample Size	479	26,353	none
Proper Payment Rate	92.3 +/- 2.6	91.5%	none
Overpayment Rate	7.7 +/- 2.6	8.5%	none
Underpayment Rate	0.5 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
ARKANSAS

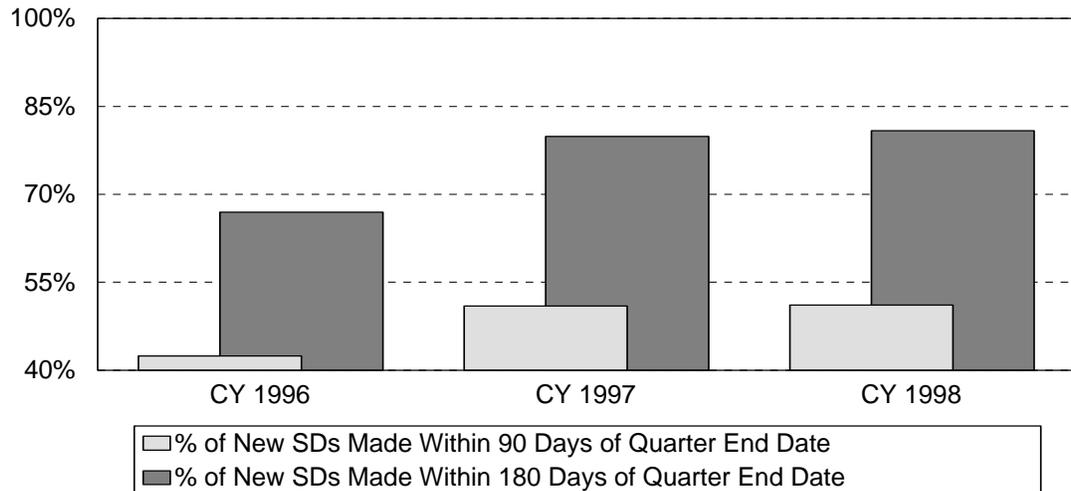
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	51.1%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	80.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	**	45.8% Pass
Accuracy In Postings?	**	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	44.0%	67.0%
Percentage Made Within 180 Days	78.6%	81.5%
Accuracy In Determinations?	**	54.2% Pass
Accuracy In Postings?	**	45.8% Pass
Inactivations:		
Accuracy In Determinations?	**	64.4% Pass
Accuracy In Postings?	**	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.4%	87.4%
Percentage Secured	98.7%	92.5%
Percentage Resolved	101.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.3%	79.8%
Percentage Secured	98.3%	85.9%
Percentage Resolved	100.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	**	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.7%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	**	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
ARKANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.4%	5.0%
Percentage Of Contributory Employers Audited	1.9%	2.0%
Annualized Percentage Of Total Wages Audited	0.9%	1.8%
Audits Meet Employment Security Manual Requirements?	**	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	**	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	**	73.9% Pass
Accuracy In Benefit Charging?	**	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



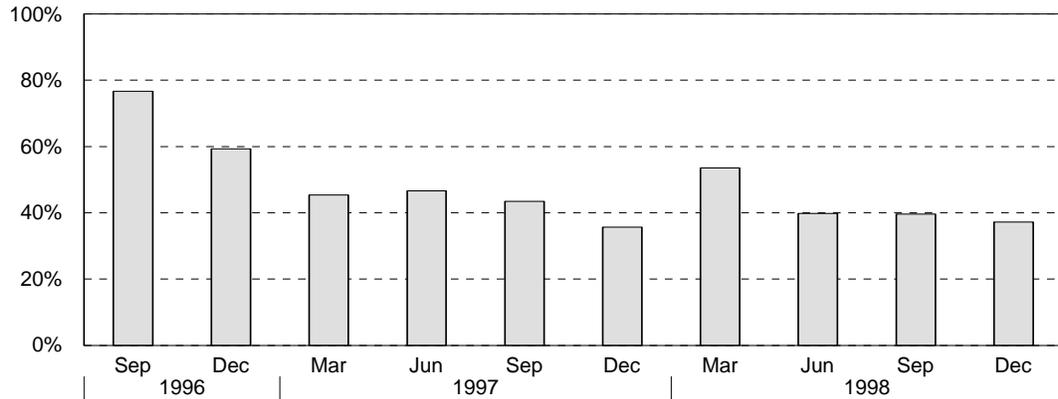
UI PERFORMS ANNUAL REPORT CY 1998
CALIFORNIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	982,938	87.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	982,938	96.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	20,938	77.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	20,938	93.5%	92.4%	78%
All First Payments - 14/21 Days	1,086,905	86.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	1,086,905	96.8%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	1,498,938	74.7%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	582,481	90.3%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	1,459,411	54.9%	63.1%	none
Separation Issues within 21 Days	574,612	91.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	180,601	48.7%	67.9%	60%
Decisions within 45 Days of Filing	180,601	70.1%	85.4%	80%
Decisions within 90 Days of Filing	180,601	88.4%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	14,491	28.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	14,491	60.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	14,491	89.8%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	26,278	91.8%	69.8%	none
Wage Transfers Made within 14 Days	26,278	99.8%	97.3%	none
Billing Made within 45 Days	208	100.0%	92.6%	none
Reimbursements Made within 45 Days	201	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	16,211,374	40.2%	61.4%	none
Payments Made within 14 Days	16,211,374	86.2%	92.5%	none
Payments Made within 21 Days	16,211,374	94.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	332	42.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	134	75.9%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	83,968,281	57.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	13,651,153	42.5%	56.1%	none

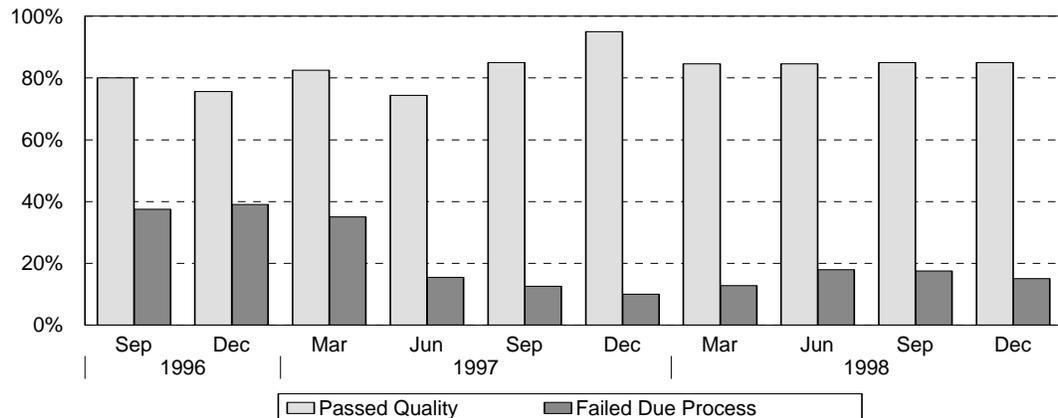
**UI PERFORMS ANNUAL REPORT CY 1998
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.72	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$2,518,273,771	\$18.8 B	none
Sample Size	1,729	26,353	none
Proper Payment Rate	94.1 +/- 1.2	91.5%	none
Overpayment Rate	5.9 +/- 1.2	8.5%	none
Underpayment Rate	0.6 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
CALIFORNIA

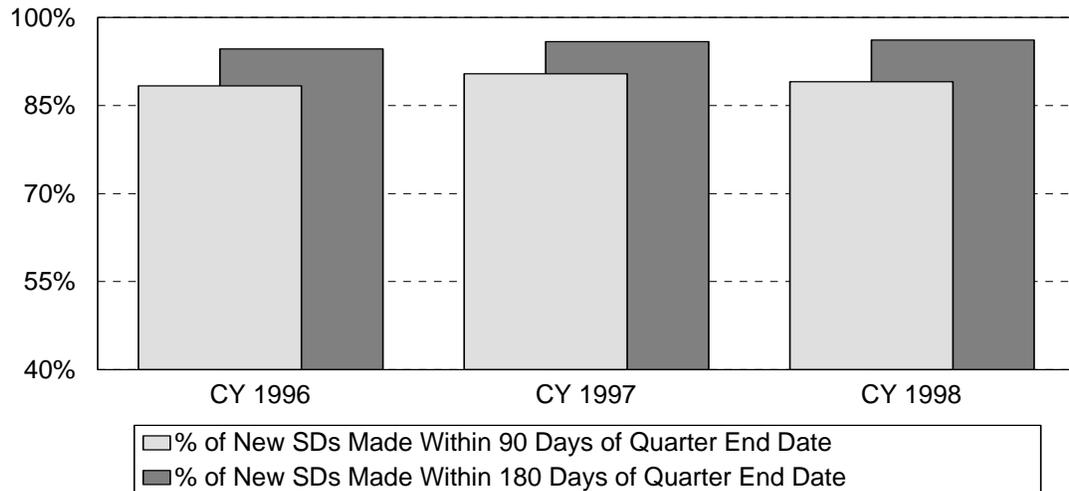
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	89.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	96.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	33.2%	67.0%
Percentage Made Within 180 Days	48.6%	81.5%
Accuracy In Determinations?	**	54.2% Pass
Accuracy In Postings?	**	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	78.6%	87.4%
Percentage Secured	78.6%	92.5%
Percentage Resolved	89.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	99.8%	79.8%
Percentage Secured	99.8%	85.9%
Percentage Resolved	97.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.6%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.4%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
CALIFORNIA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	0.0%	5.0%
Percentage Of Contributory Employers Audited	0.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.2%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



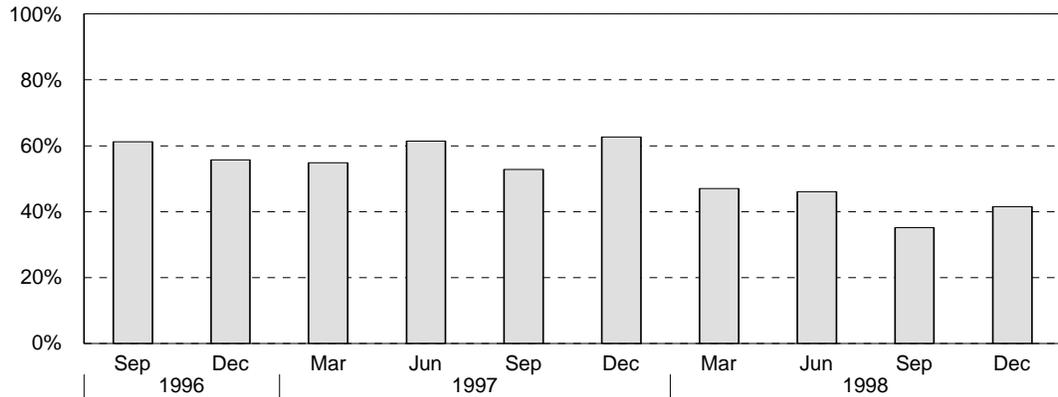
UI PERFORMS ANNUAL REPORT CY 1998
COLORADO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	36,257	90.0%	90.1%	87%
Intrastate UI, full weeks - 35 Days	36,257	96.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	2,443	83.1%	78.4%	70%
Interstate UI, full weeks - 35 Days	2,443	94.7%	92.4%	78%
All First Payments - 14/21 Days	42,176	89.6%	89.2%	90% (FY '02)
All First Payments - 35 Days	42,176	96.5%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	51,974	60.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	80,773	37.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	51,974	75.7%	63.1%	none
Separation Issues within 21 Days	80,773	97.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,599	65.6%	67.9%	60%
Decisions within 45 Days of Filing	15,599	91.5%	85.4%	80%
Decisions within 90 Days of Filing	15,599	98.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,063	55.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,063	90.6%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,063	97.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,998	84.0%	69.8%	none
Wage Transfers Made within 14 Days	8,998	100.0%	97.3%	none
Billing Made within 45 Days	194	100.0%	92.6%	none
Reimbursements Made within 45 Days	201	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	604,819	45.3%	61.4%	none
Payments Made within 14 Days	604,819	94.1%	92.5%	none
Payments Made within 21 Days	604,819	96.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	368	41.7%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	95.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,896,441	38.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	3,914,874	61.0%	56.1%	none

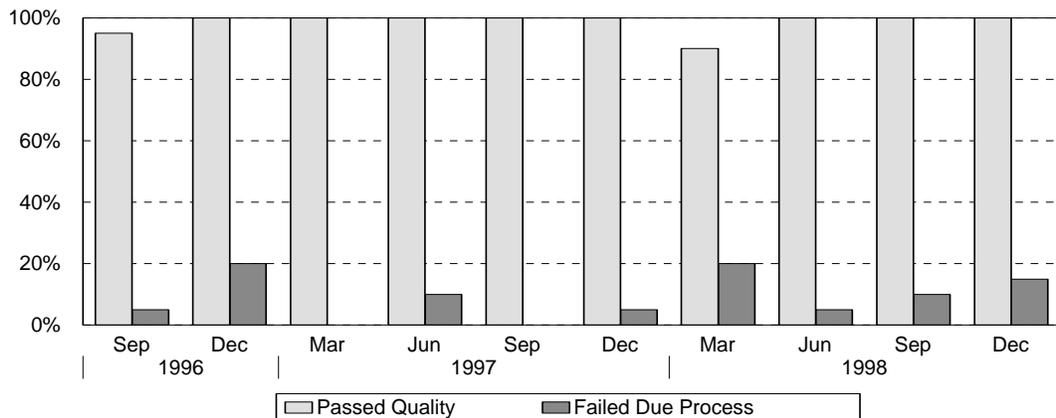
UI PERFORMS ANNUAL REPORT CY 1998
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.47	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$142,323,411	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	87.2 +/- 3.1	91.5%	none
Overpayment Rate	12.8 +/- 3.1	8.5%	none
Underpayment Rate	0.6 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



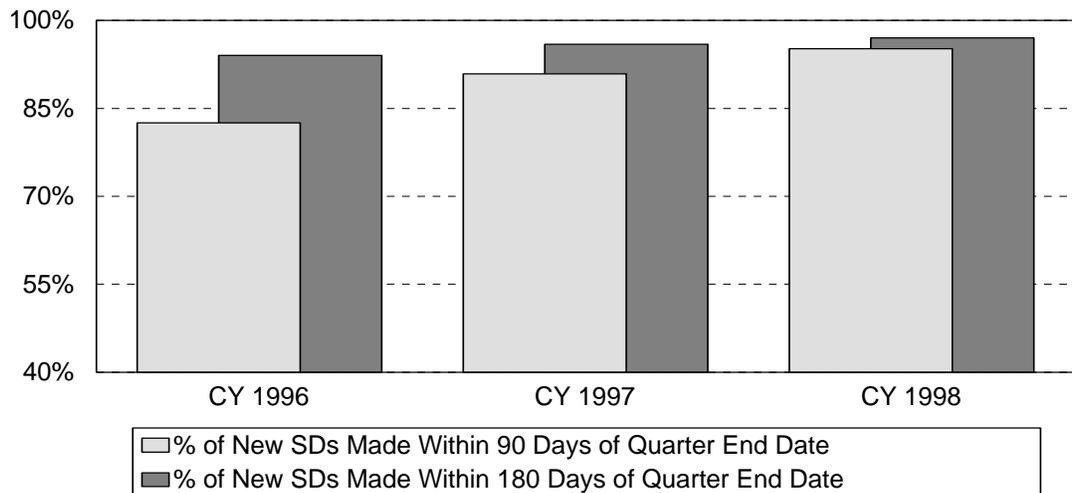
UI PERFORMS ANNUAL REPORT CY 1998
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	95.2%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	97.0%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	85.2%	67.0%
Percentage Made Within 180 Days	93.9%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.7%	87.4%
Percentage Secured	93.8%	92.5%
Percentage Resolved	96.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.6%	79.8%
Percentage Secured	97.0%	85.9%
Percentage Resolved	99.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	1.8%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	98.4%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	122.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	120.4%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.3%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
COLORADO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.5%	5.0%
Percentage Of Contributory Employers Audited	2.5%	2.0%
Annualized Percentage Of Total Wages Audited	1.3%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



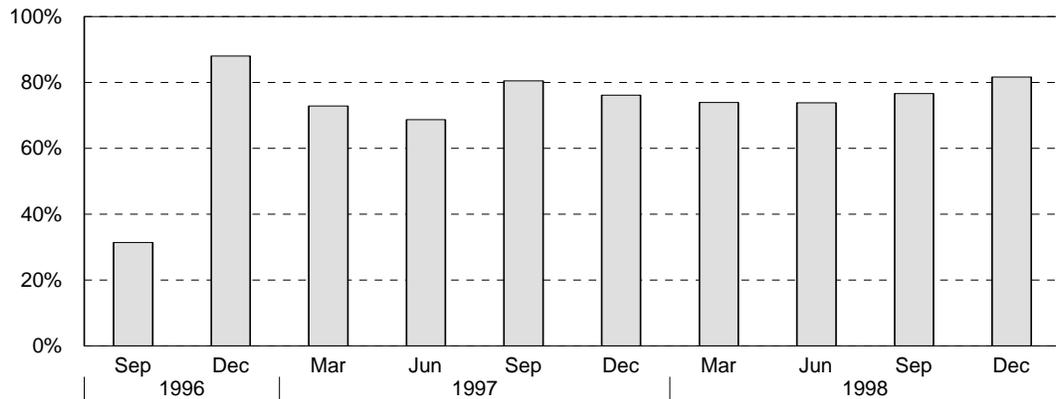
UI PERFORMS ANNUAL REPORT CY 1998
CONNECTICUT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	82,751	95.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	82,751	97.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,186	80.0%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,186	89.8%	92.4%	78%
All First Payments - 14/21 Days	111,630	93.5%	89.2%	90% (FY '02)
All First Payments - 35 Days	111,630	96.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	30,174	69.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	45,855	90.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	30,174	90.9%	63.1%	none
Separation Issues within 21 Days	45,855	97.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,477	71.0%	67.9%	60%
Decisions within 45 Days of Filing	15,477	87.3%	85.4%	80%
Decisions within 90 Days of Filing	15,477	95.6%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,168	67.7%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,168	89.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,168	92.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,146	55.2%	69.8%	none
Wage Transfers Made within 14 Days	6,146	94.7%	97.3%	none
Billing Made within 45 Days	196	100.0%	92.6%	none
Reimbursements Made within 45 Days	181	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,485,641	91.6%	61.4%	none
Payments Made within 14 Days	1,485,641	96.3%	92.5%	none
Payments Made within 21 Days	1,485,641	97.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	358	76.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	67	90.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,095,191	49.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	3,352,396	46.6%	56.1%	none

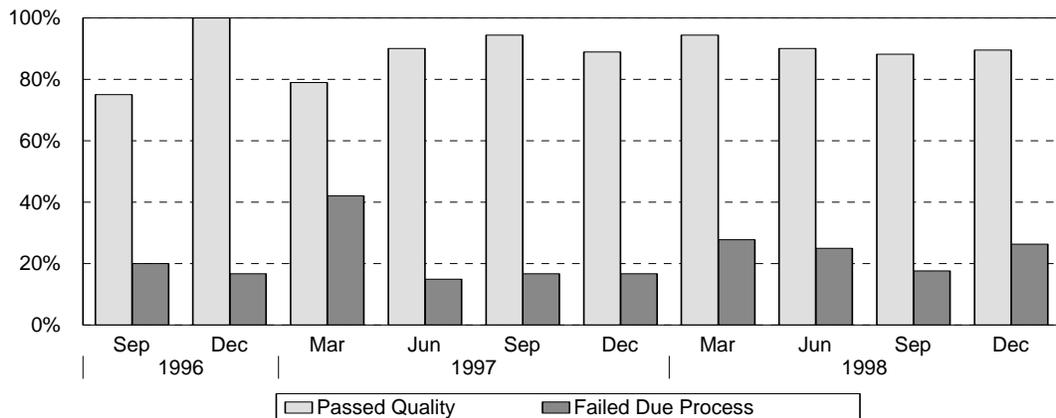
**UI PERFORMS ANNUAL REPORT CY 1998
CONNECTICUT**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.26	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$308,495,421	\$18.8 B	none
Sample Size	481	26,353	none
Proper Payment Rate	97.2 +/- 1.3	91.5%	none
Overpayment Rate	2.8 +/- 1.3	8.5%	none
Underpayment Rate	1.3 +/- 0.8	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



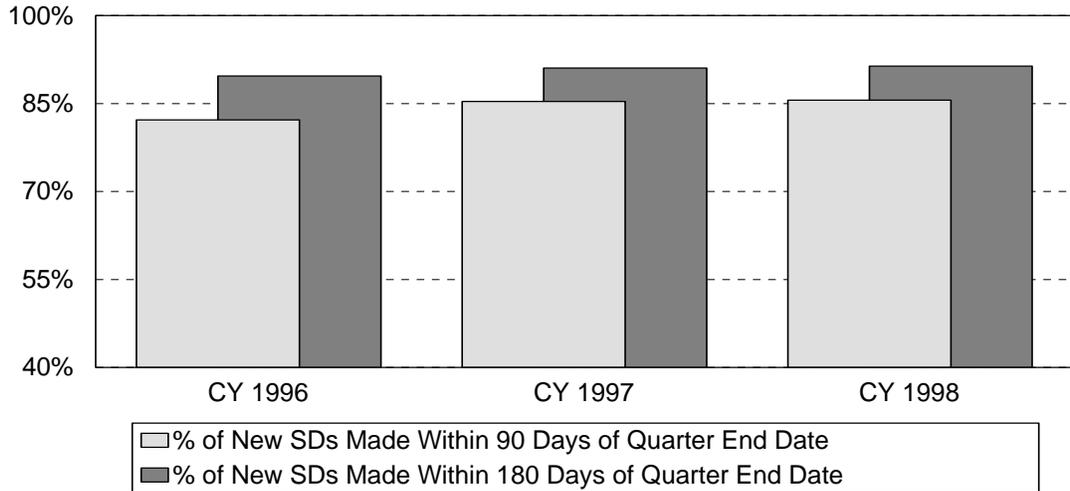
UI PERFORMS ANNUAL REPORT CY 1998
CONNECTICUT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	85.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	70.9%	67.0%
Percentage Made Within 180 Days	84.1%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.4%	87.4%
Percentage Secured	88.2%	92.5%
Percentage Resolved	97.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	69.5%	79.8%
Percentage Secured	92.4%	85.9%
Percentage Resolved	96.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	54.3%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	47.7%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	7.5%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
CONNECTICUT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.0%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.1%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



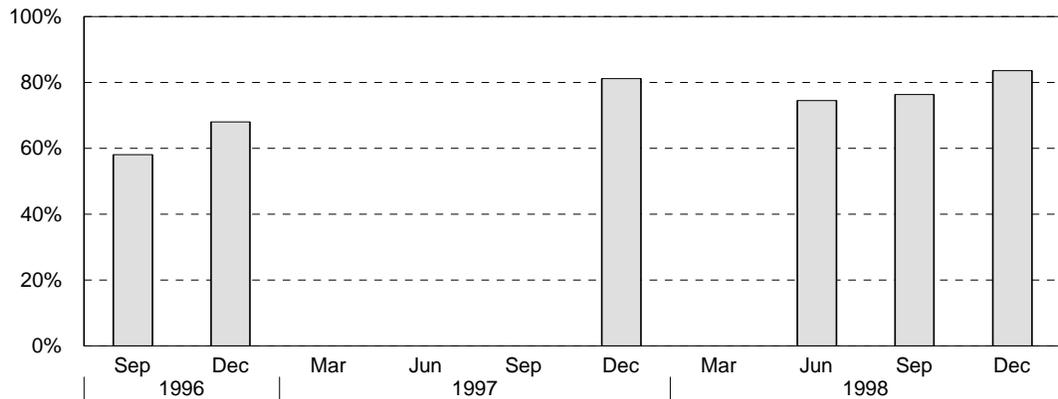
UI PERFORMS ANNUAL REPORT CY 1998
DELAWARE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	21,911	94.6%	90.1%	87%
Intrastate UI, full weeks - 35 Days	21,911	97.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,933	76.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,933	90.0%	92.4%	78%
All First Payments - 14/21 Days	30,645	93.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	30,645	97.2%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	2,168	62.1%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	5,857	76.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	2,168	70.0%	63.1%	none
Separation Issues within 21 Days	5,857	93.7%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,729	74.2%	67.9%	60%
Decisions within 45 Days of Filing	2,729	98.4%	85.4%	80%
Decisions within 90 Days of Filing	2,729	99.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	577	62.7%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	577	90.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	577	99.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,171	82.6%	69.8%	none
Wage Transfers Made within 14 Days	5,171	96.4%	97.3%	none
Billing Made within 45 Days	140	100.0%	92.6%	none
Reimbursements Made within 45 Days	227	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	292,833	79.8%	61.4%	none
Payments Made within 14 Days	292,833	92.9%	92.5%	none
Payments Made within 21 Days	292,833	96.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	176	75.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	74	90.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	432,944	37.7%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,911,259	65.0%	56.1%	none

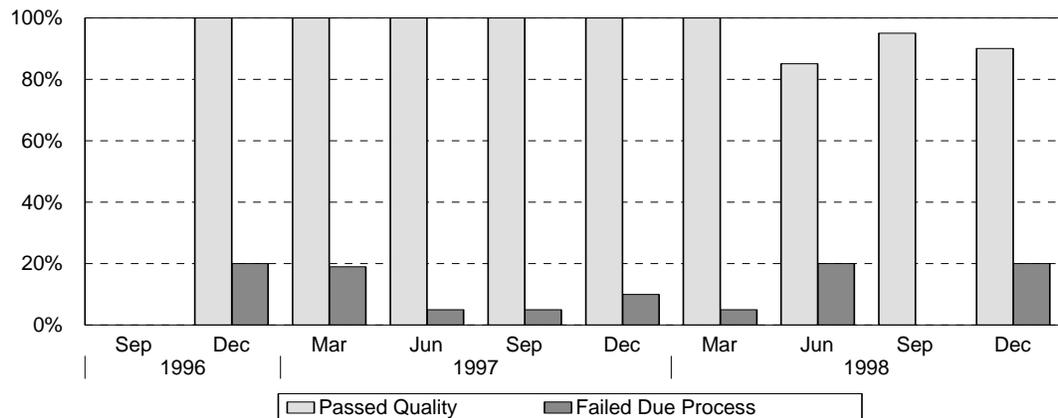
**UI PERFORMS ANNUAL REPORT CY 1998
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.06	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$55,787,517	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	87.4 +/- 3.3	91.5%	none
Overpayment Rate	12.6 +/- 3.3	8.5%	none
Underpayment Rate	0.7 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



**UI PERFORMS ANNUAL REPORT CY 1998
DELAWARE**

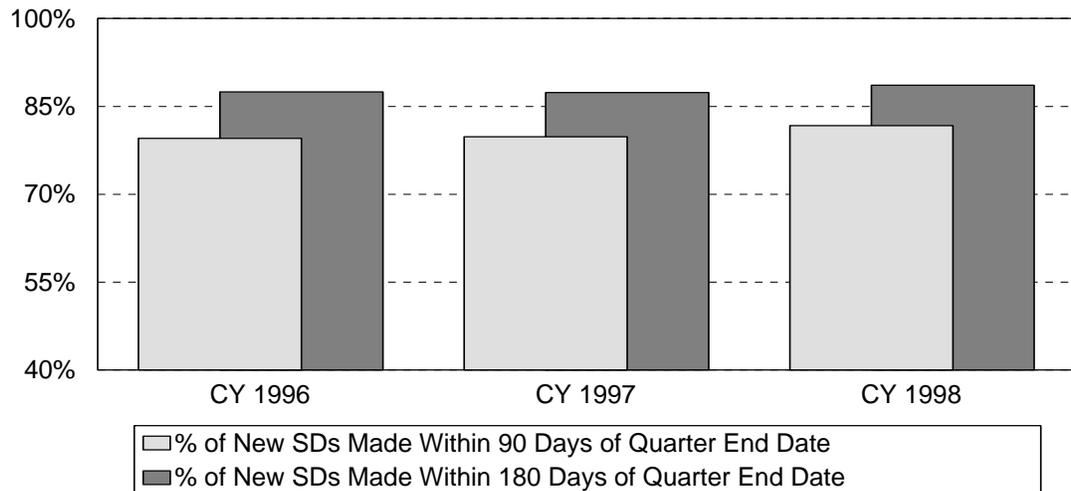
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	81.7%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	78.2%	67.0%
Percentage Made Within 180 Days	87.7%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.7%	87.4%
Percentage Secured	90.9%	92.5%
Percentage Resolved	96.1%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	0.0%	79.8%
Percentage Secured	0.0%	85.9%
Percentage Resolved	0.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	76.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	8.2%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	9.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
DELAWARE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.2%	5.0%
Percentage Of Contributory Employers Audited	1.8%	2.0%
Annualized Percentage Of Total Wages Audited	0.6%	1.8%
Audits Meet Employment Security Manual Requirements?	**	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998
DISTRICT OF COLUMBIA

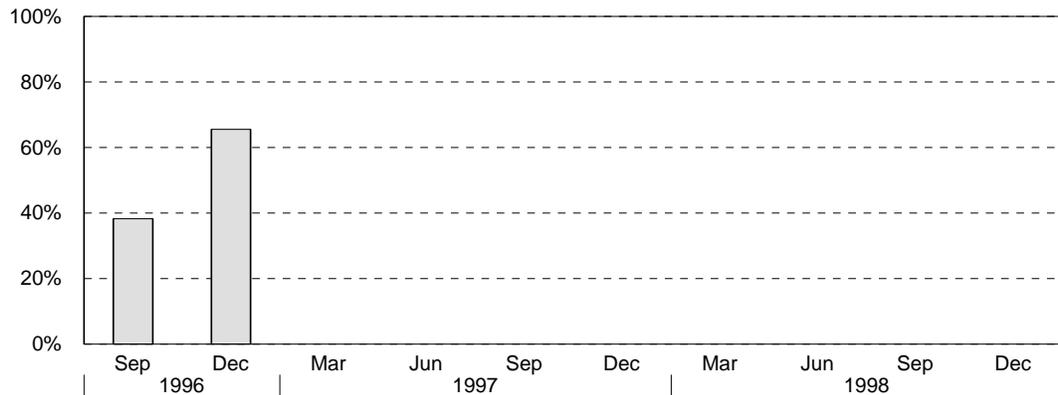
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	11,136	87.3%	90.1%	87%
Intrastate UI, full weeks - 35 Days	11,136	92.3%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,636	80.6%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,636	92.2%	92.4%	78%
All First Payments - 14/21 Days	16,820	84.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	16,820	92.1%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	0	0.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	0	0.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	0	0.0%	63.1%	none
Separation Issues within 21 Days	0	0.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,681	66.3%	67.9%	60%
Decisions within 45 Days of Filing	3,681	89.6%	85.4%	80%
Decisions within 90 Days of Filing	3,681	97.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	931	79.5%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	931	93.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	931	99.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	0	0.0%	69.8%	none
Wage Transfers Made within 14 Days	0	0.0%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	334,506	39.2%	61.4%	none
Payments Made within 14 Days	334,506	86.6%	92.5%	none
Payments Made within 21 Days	334,506	95.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	*	*	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	77	91.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	852,151	79.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	811,571	71.3%	56.1%	none

UI PERFORMS ANNUAL REPORT CY 1998
DISTRICT OF COLUMBIA

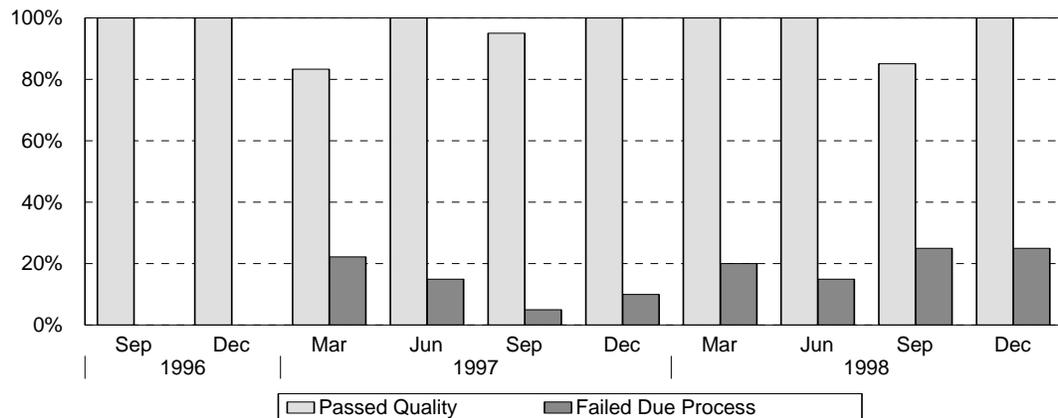
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.66	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$56,676,930	\$18.8 B	none
Sample Size	360	26,353	none
Proper Payment Rate	88.2 +/- 3.3	91.5%	none
Overpayment Rate	11.8 +/- 3.3	8.5%	none
Underpayment Rate	1.5 +/- 0.8	0.9%	none
Footnotes:	#8	--	--

* State did not submit report as of 8/4/99.

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
DISTRICT OF COLUMBIA

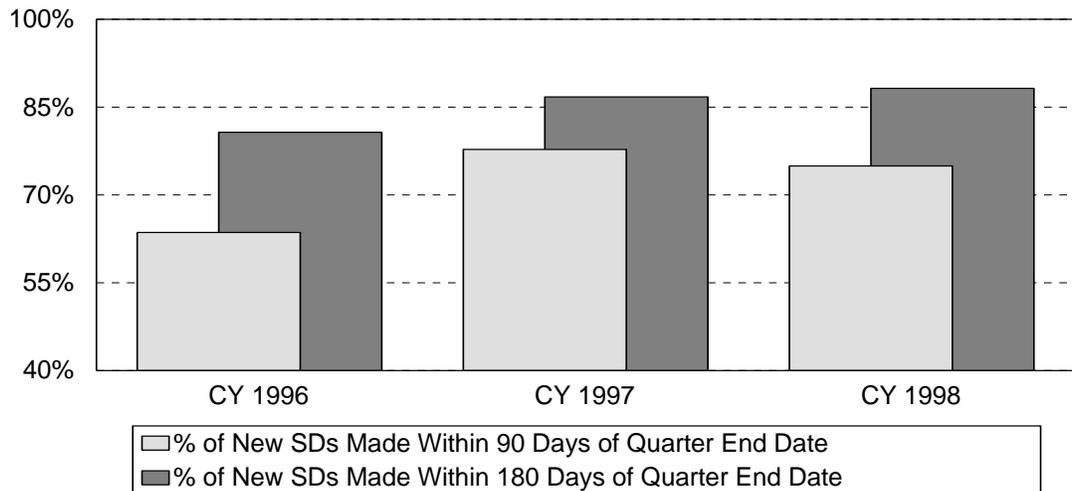
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	75.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	^	45.8% Pass
Accuracy In Postings?	^	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	83.9%	67.0%
Percentage Made Within 180 Days	93.1%	81.5%
Accuracy In Determinations?	^	54.2% Pass
Accuracy In Postings?	^	45.8% Pass
Inactivations:		
Accuracy In Determinations?	^	64.4% Pass
Accuracy In Postings?	^	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	87.3%	87.4%
Percentage Secured	89.5%	92.5%
Percentage Resolved	92.1%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.4%	79.8%
Percentage Secured	88.8%	85.9%
Percentage Resolved	93.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	^	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.2%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	126.1%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	132.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	8.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	^	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
DISTRICT OF COLUMBIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	^	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.8%	5.0%
Percentage Of Contributory Employers Audited	1.2%	2.0%
Annualized Percentage Of Total Wages Audited	0.9%	1.8%
Audits Meet Employment Security Manual Requirements?	^	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	^	96.0% Pass
Accuracy In Contributory Employer Billing?	^	84.8% Pass
Accuracy In Reimbursing Employer Billings?	^	85.7% Pass
Accuracy In Credits/Refunds?	^	73.9% Pass
Accuracy In Benefit Charging?	^	89.6% Pass
Accuracy In Experience Rating?	^	87.8% Pass

^ District of Columbia did not participate in the review of the Tax Performance System Acceptance Samples.

New Status Determinations Timelapse



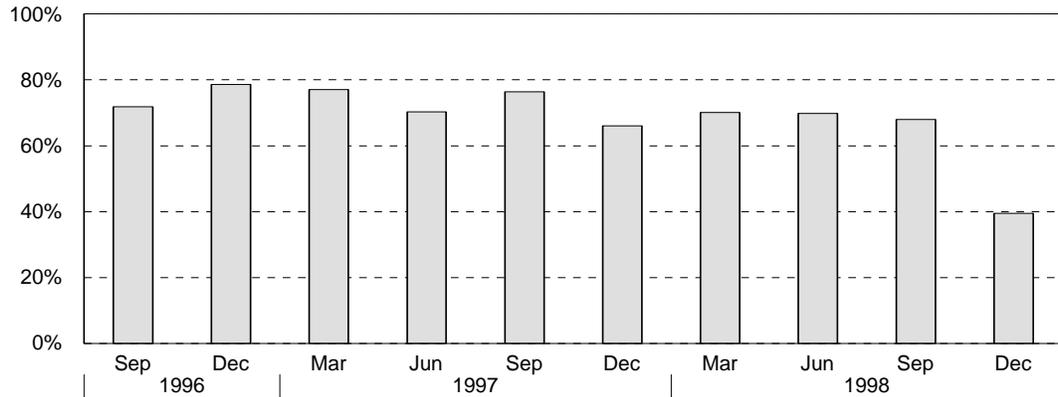
UI PERFORMS ANNUAL REPORT CY 1998
FLORIDA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	223,704	89.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	223,704	96.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	7,363	79.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	7,363	93.3%	92.4%	78%
All First Payments - 14/21 Days	245,924	88.3%	89.2%	90% (FY '02)
All First Payments - 35 Days	245,924	96.3%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	51,552	50.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	124,599	68.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	51,552	67.1%	63.1%	none
Separation Issues within 21 Days	124,599	90.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	48,939	69.2%	67.9%	60%
Decisions within 45 Days of Filing	48,939	86.9%	85.4%	80%
Decisions within 90 Days of Filing	48,939	92.6%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	8,494	48.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	8,494	89.5%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	8,494	99.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,019	90.9%	69.8%	none
Wage Transfers Made within 14 Days	14,019	97.0%	97.3%	none
Billing Made within 45 Days	204	51.0%	92.6%	none
Reimbursements Made within 45 Days	198	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,009,355	42.7%	61.4%	none
Payments Made within 14 Days	3,009,355	89.9%	92.5%	none
Payments Made within 21 Days	3,009,355	95.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	314	61.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	152	89.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	999,958	116.8%	50.9%	none
Nonfraud Overpayment Recovery Rate	12,923,594	33.8%	56.1%	none

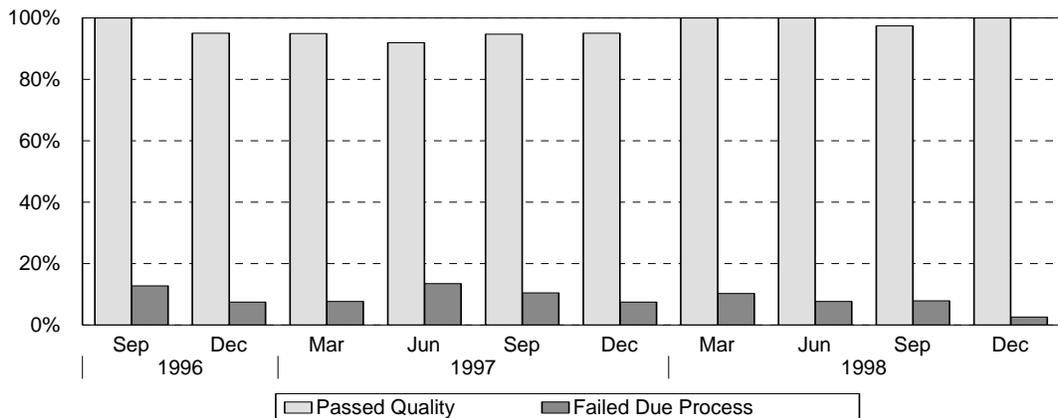
UI PERFORMS ANNUAL REPORT CY 1998
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.0	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$598,236,465	\$18.8 B	none
Sample Size	481	26,353	none
Proper Payment Rate	93.4 +/- 2.4	91.5%	none
Overpayment Rate	6.6 +/- 2.4	8.5%	none
Underpayment Rate	0.7 +/- 0.5	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
FLORIDA

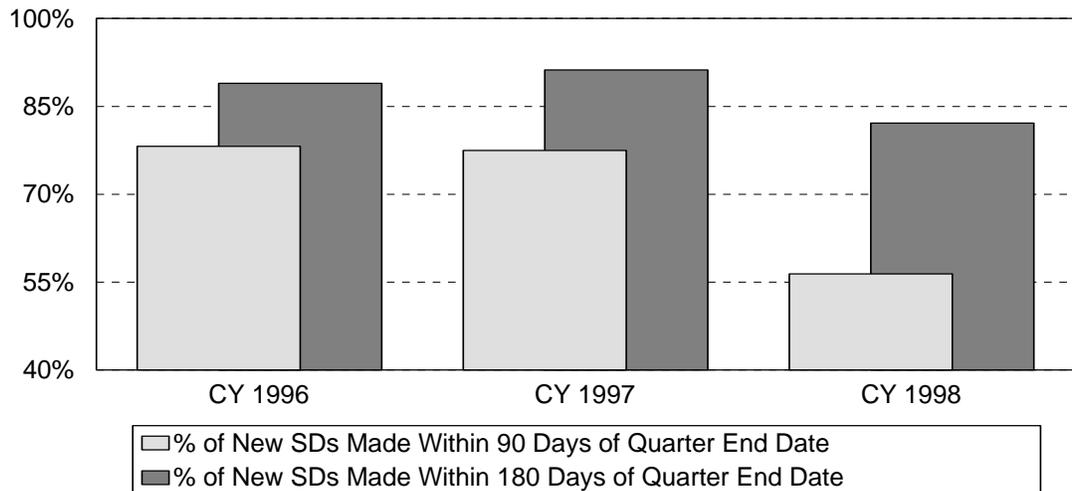
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	56.4%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	82.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	55.9%	67.0%
Percentage Made Within 180 Days	84.8%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	95.2%	87.4%
Percentage Secured	99.8%	92.5%
Percentage Resolved	108.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.9%	79.8%
Percentage Secured	99.5%	85.9%
Percentage Resolved	102.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	83.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	16.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	133.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	135.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	13.4%	4.6%
Appropriate Actions Taken To Collect Tax Due?	**	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
FLORIDA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.0%	5.0%
Percentage Of Contributory Employers Audited	1.8%	2.0%
Annualized Percentage Of Total Wages Audited	0.0%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	**	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



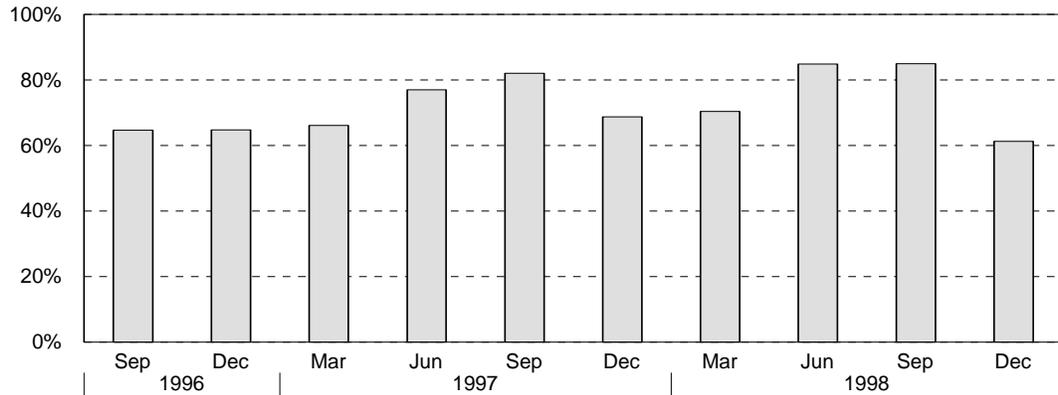
UI PERFORMS ANNUAL REPORT CY 1998
GEORGIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	114,364	91.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	114,364	96.1%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	2,943	82.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	2,943	92.6%	92.4%	78%
All First Payments - 14/21 Days	175,580	88.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	175,580	95.3%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	23,794	52.5%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	76,163	80.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	23,794	86.4%	63.1%	none
Separation Issues within 21 Days	76,163	98.3%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,089	50.2%	67.9%	60%
Decisions within 45 Days of Filing	24,089	83.0%	85.4%	80%
Decisions within 90 Days of Filing	24,089	98.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,360	75.5%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,360	99.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,360	99.9%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,895	91.2%	69.8%	none
Wage Transfers Made within 14 Days	13,895	97.8%	97.3%	none
Billing Made within 45 Days	137	100.0%	92.6%	none
Reimbursements Made within 45 Days	204	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,257,073	83.8%	61.4%	none
Payments Made within 14 Days	1,257,073	93.1%	92.5%	none
Payments Made within 21 Days	1,257,073	96.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	394	75.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	96.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,891,010	79.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	4,528,727	36.1%	56.1%	none

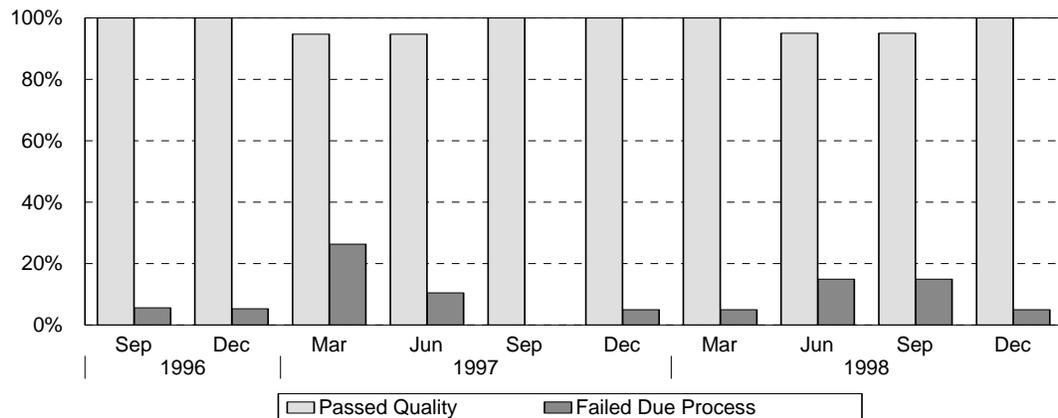
UI PERFORMS ANNUAL REPORT CY 1998
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.6	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.90	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$239,462,087	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	96.3 +/- 1.7	91.5%	none
Overpayment Rate	3.7 +/- 1.7	8.5%	none
Underpayment Rate	0.4 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
GEORGIA

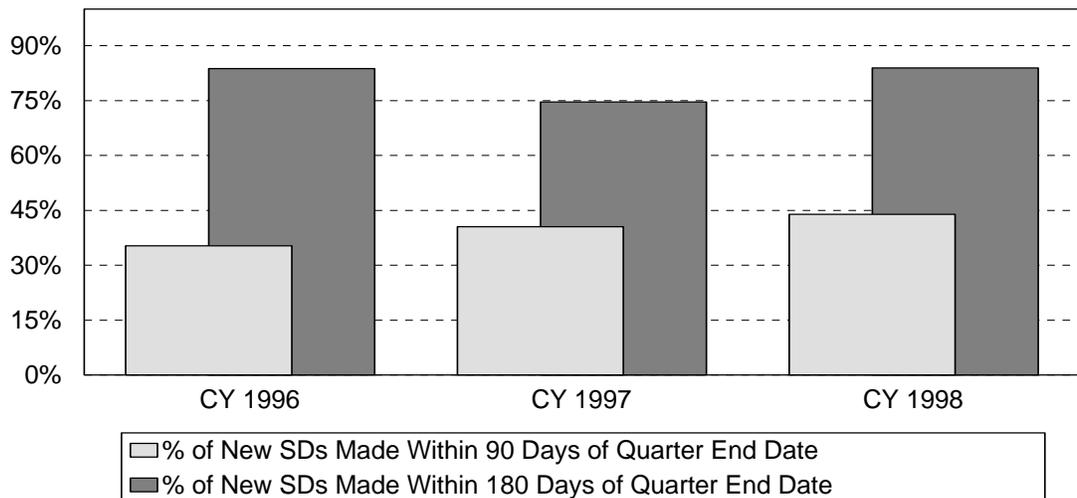
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	43.9%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	83.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.6%	67.0%
Percentage Made Within 180 Days	82.8%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.3%	87.4%
Percentage Secured	92.1%	92.5%
Percentage Resolved	98.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.2%	79.8%
Percentage Secured	96.0%	85.9%
Percentage Resolved	99.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	32.1%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	56.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	12.5%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
GEORGIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.9%	5.0%
Percentage Of Contributory Employers Audited	2.0%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	**	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	**	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998

HAWAII

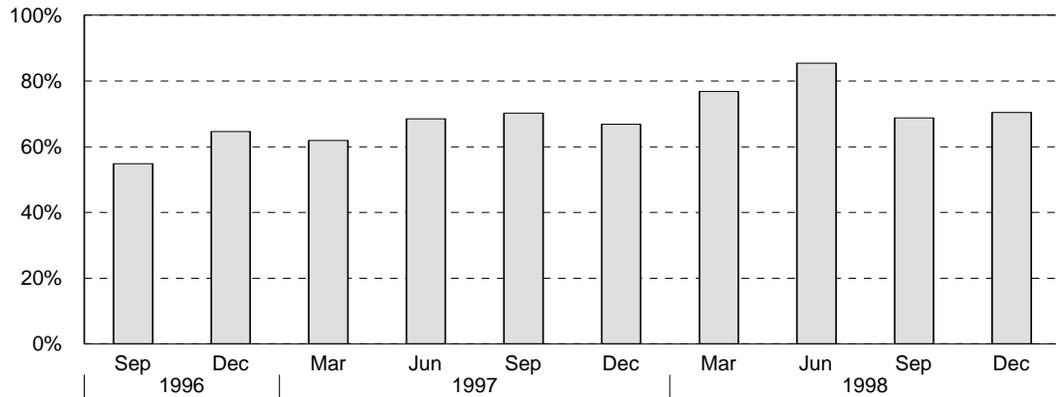
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	28,869	87.7%	90.1%	87%
Intrastate UI, full weeks - 35 Days	28,869	97.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	2,068	72.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	2,068	94.5%	92.4%	78%
All First Payments - 14/21 Days	38,264	85.3%	89.2%	90% (FY '02)
All First Payments - 35 Days	38,264	97.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	21,917	69.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	16,640	72.7%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	21,917	48.5%	63.1%	none
Separation Issues within 21 Days	16,640	52.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,154	72.0%	67.9%	60%
Decisions within 45 Days of Filing	4,154	89.8%	85.4%	80%
Decisions within 90 Days of Filing	4,154	97.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	+	+	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	+	+	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,346	94.9%	69.8%	none
Wage Transfers Made within 14 Days	1,346	99.8%	97.3%	none
Billing Made within 45 Days	172	100.0%	92.6%	none
Reimbursements Made within 45 Days	154	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	589,502	39.6%	61.4%	none
Payments Made within 14 Days	589,502	82.6%	92.5%	none
Payments Made within 21 Days	589,502	94.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	232	75.0%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	53	51.9%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	282,420	55.2%	50.9%	none
Nonfraud Overpayment Recovery Rate	736,570	57.1%	56.1%	none

UI PERFORMS ANNUAL REPORT CY 1998
HAWAII

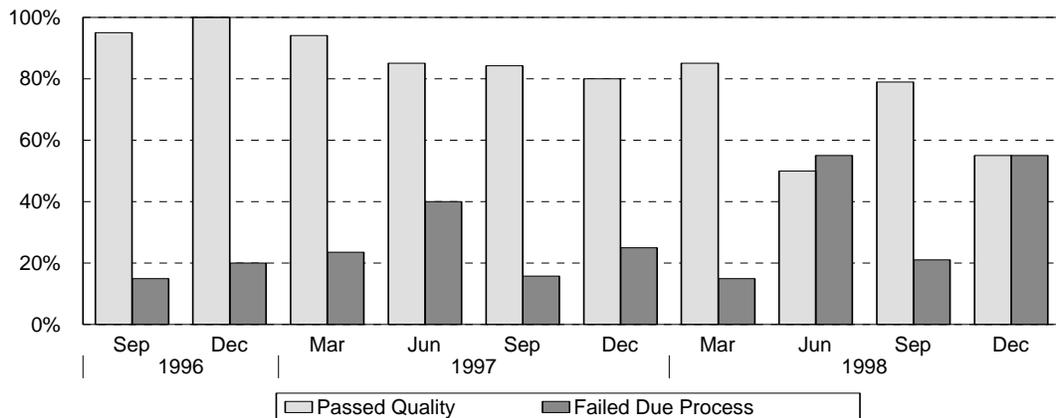
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.34	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$137,884,666	\$18.8 B	none
Sample Size	481	26,353	none
Proper Payment Rate	97.5 +/- 1.3	91.5%	none
Overpayment Rate	2.5 +/- 1.3	8.5%	none
Underpayment Rate	0.2 +/- 0.1	0.9%	none
Footnotes:	none	--	--

+ Hawaii does not have higher authority appeals.

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

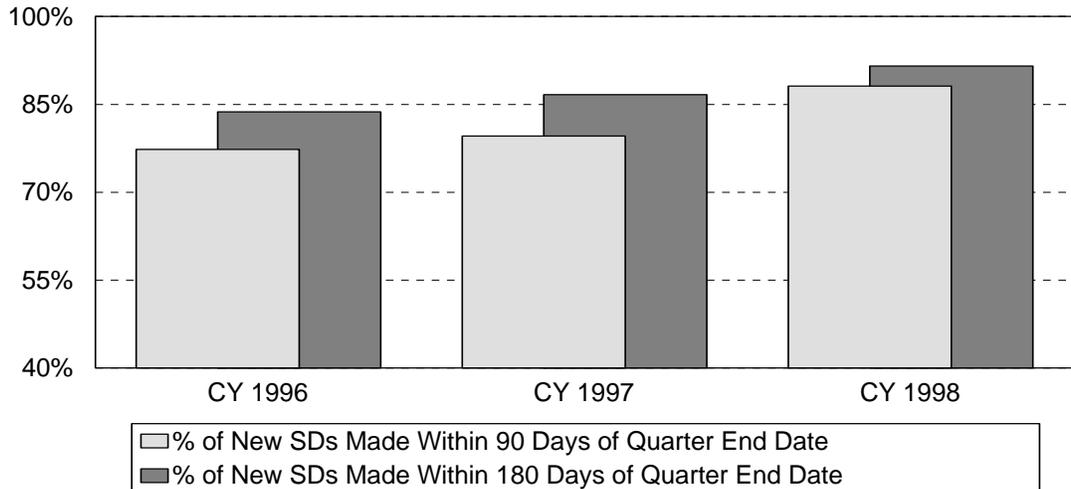
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.1%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.5%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.1%	67.0%
Percentage Made Within 180 Days	90.3%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	84.9%	87.4%
Percentage Secured	91.6%	92.5%
Percentage Resolved	94.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	79.8%	79.8%
Percentage Secured	85.7%	85.9%
Percentage Resolved	68.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.6%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.1%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.5%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	20.4%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.2%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
HAWAII

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	7.6%	5.0%
Percentage Of Contributory Employers Audited	2.4%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



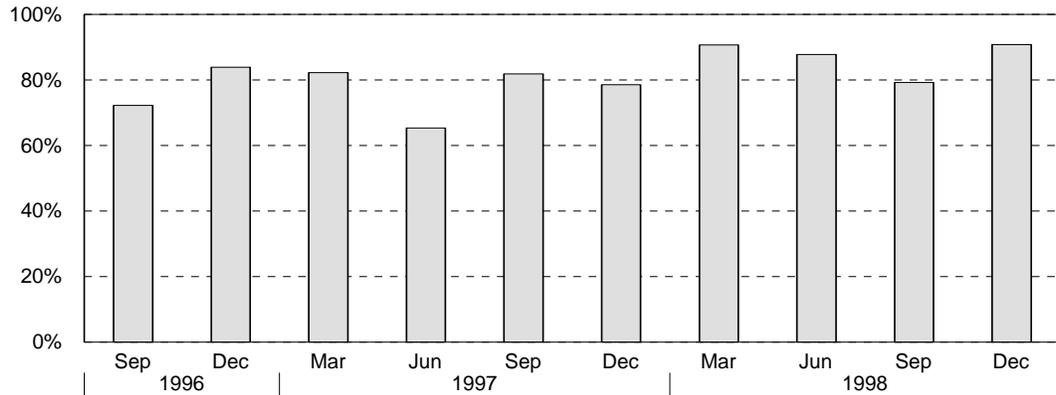
UI PERFORMS ANNUAL REPORT CY 1998
IDAHO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	35,361	95.4%	90.1%	87%
Intrastate UI, full weeks - 35 Days	35,361	98.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	988	80.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	988	94.9%	92.4%	78%
All First Payments - 14/21 Days	43,365	95.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	43,365	98.8%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	25,440	86.1%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	15,141	69.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	25,440	86.2%	63.1%	none
Separation Issues within 21 Days	15,141	96.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	3,582	43.3%	67.9%	60%
Decisions within 45 Days of Filing	3,582	80.7%	85.4%	80%
Decisions within 90 Days of Filing	3,582	97.5%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	554	62.3%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	554	71.5%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	554	73.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,882	100.0%	69.8%	none
Wage Transfers Made within 14 Days	5,882	100.0%	97.3%	none
Billing Made within 45 Days	189	100.0%	92.6%	none
Reimbursements Made within 45 Days	173	94.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	523,030	89.2%	61.4%	none
Payments Made within 14 Days	523,030	98.1%	92.5%	none
Payments Made within 21 Days	523,030	99.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	233	87.6%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	68	84.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,130,310	53.6%	50.9%	none
Nonfraud Overpayment Recovery Rate	969,352	76.2%	56.1%	none

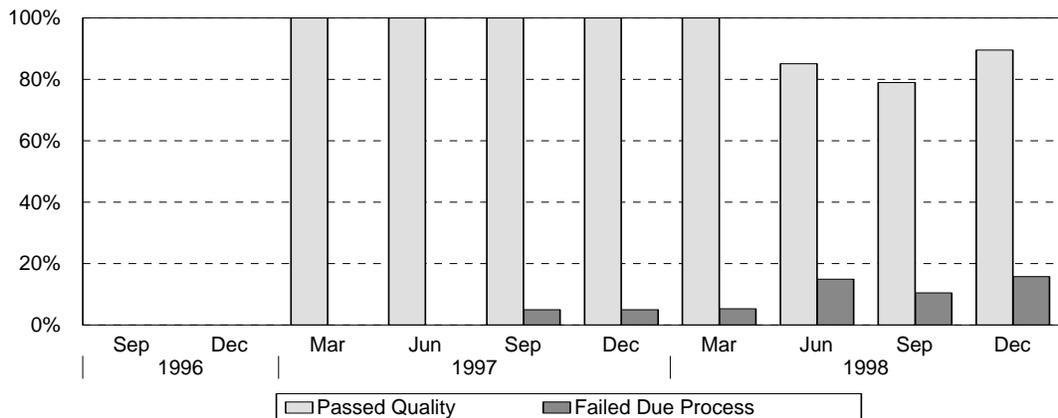
UI PERFORMS ANNUAL REPORT CY 1998
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.5	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.34	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$96,995,012	\$18.8 B	none
Sample Size	483	26,353	none
Proper Payment Rate	87.5 +/- 3	91.5%	none
Overpayment Rate	12.5 +/- 3	8.5%	none
Underpayment Rate	0.7 +/- 0.5	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



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IDAHO

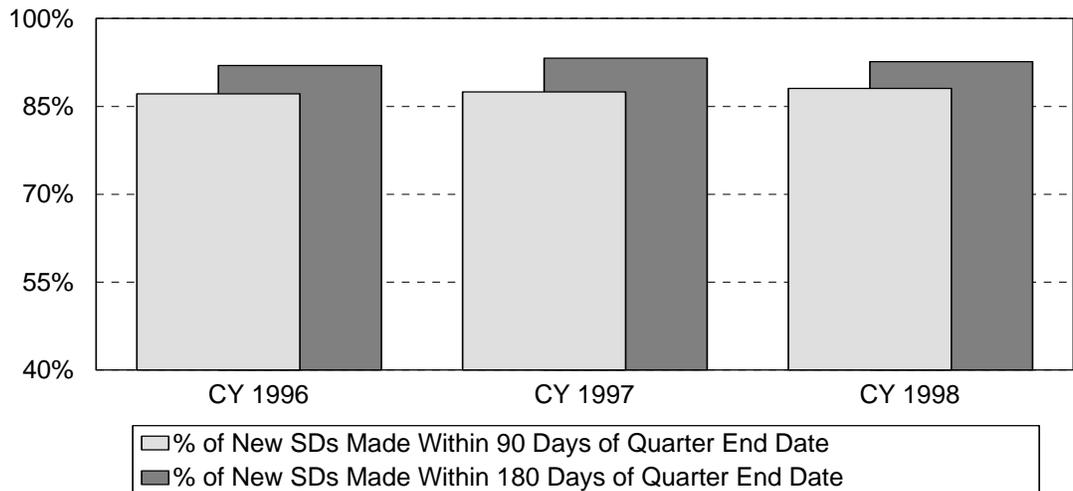
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.9%	67.0%
Percentage Made Within 180 Days	96.5%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.6%	87.4%
Percentage Secured	96.7%	92.5%
Percentage Resolved	98.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.3%	79.8%
Percentage Secured	97.7%	85.9%
Percentage Resolved	99.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.2%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
IDAHO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.4%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	2.1%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	**	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



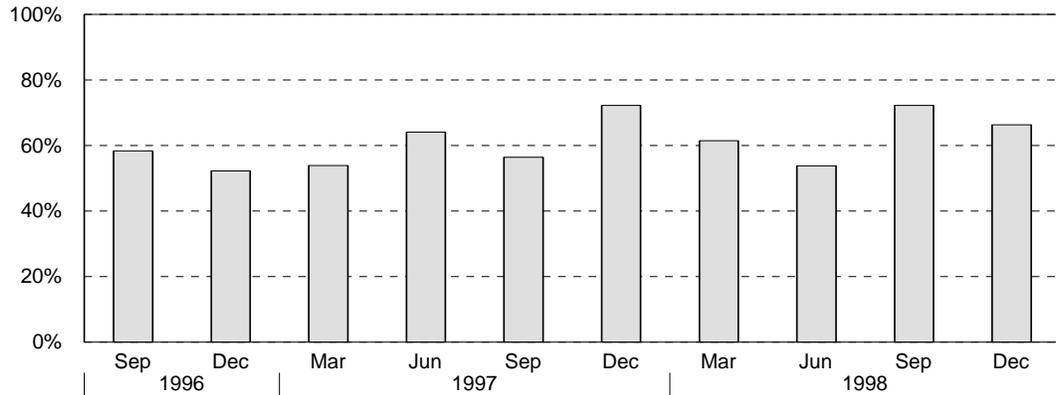
UI PERFORMS ANNUAL REPORT CY 1998
ILLINOIS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	250,721	91.3%	90.1%	87%
Intrastate UI, full weeks - 35 Days	250,721	97.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	9,087	84.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	9,087	94.7%	92.4%	78%
All First Payments - 14/21 Days	268,270	91.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	268,270	97.1%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	141,486	68.7%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	154,214	90.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	141,486	62.3%	63.1%	none
Separation Issues within 21 Days	154,214	94.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	51,925	70.1%	67.9%	60%
Decisions within 45 Days of Filing	51,925	92.1%	85.4%	80%
Decisions within 90 Days of Filing	51,925	99.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	11,044	23.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	11,044	71.1%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	11,044	98.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,754	40.2%	69.8%	none
Wage Transfers Made within 14 Days	12,754	96.8%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,653,464	45.3%	61.4%	none
Payments Made within 14 Days	4,653,464	95.8%	92.5%	none
Payments Made within 21 Days	4,653,464	98.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	367	63.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	145	89.4%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	15,244,389	24.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	26,563,919	45.1%	56.1%	none

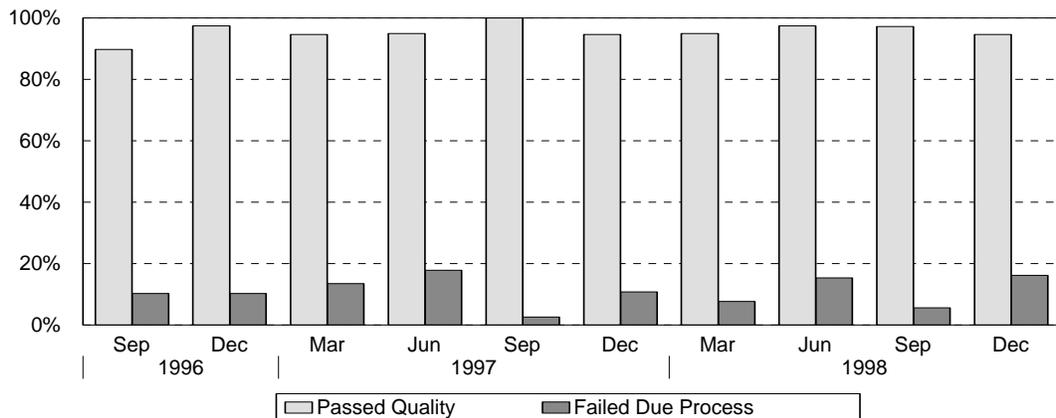
UI PERFORMS ANNUAL REPORT CY 1998
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	7.80	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,088,069,334	\$18.8 B	none
Sample Size	613	26,353	none
Proper Payment Rate	88.9 +/- 2.4	91.5%	none
Overpayment Rate	11.1 +/- 2.4	8.5%	none
Underpayment Rate	1.3 +/- 0.5	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



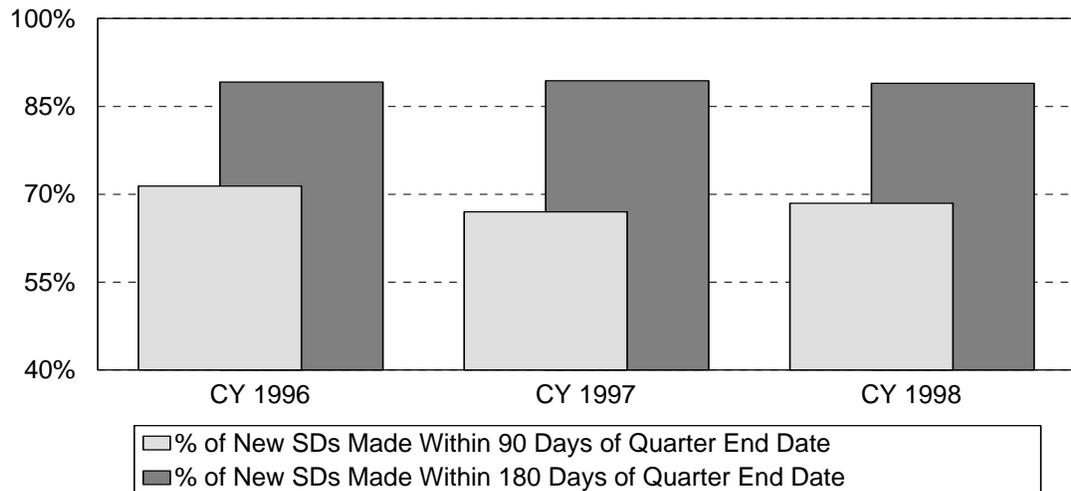
UI PERFORMS ANNUAL REPORT CY 1998
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	68.5%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	79.3%	67.0%
Percentage Made Within 180 Days	93.2%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.2%	87.4%
Percentage Secured	93.7%	92.5%
Percentage Resolved	98.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.3%	79.8%
Percentage Secured	98.4%	85.9%
Percentage Resolved	100.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	98.2%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.6%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.3%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
ILLINOIS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	7.3%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	1.7%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



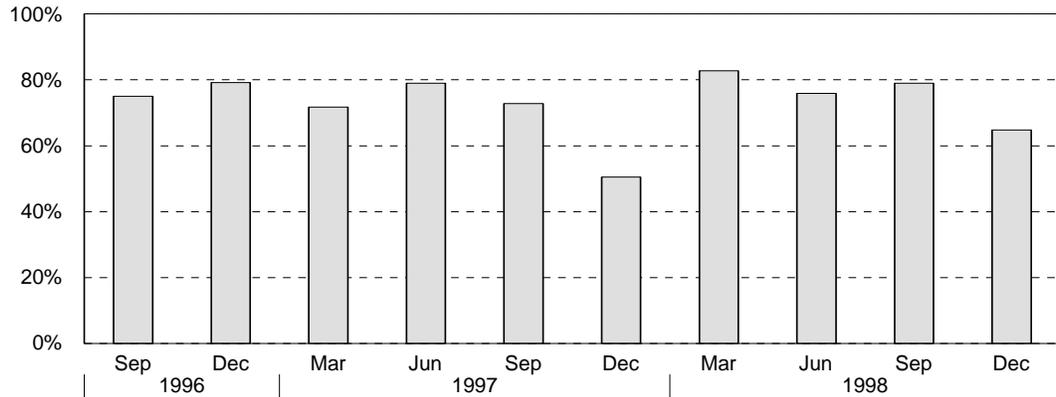
UI PERFORMS ANNUAL REPORT CY 1998
INDIANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	106,409	90.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	106,409	97.3%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,485	70.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,485	87.9%	92.4%	78%
All First Payments - 14/21 Days	116,651	89.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	116,651	97.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	41,902	72.2%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	112,904	74.4%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	41,902	89.3%	63.1%	none
Separation Issues within 21 Days	112,904	97.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,491	70.7%	67.9%	60%
Decisions within 45 Days of Filing	24,491	85.0%	85.4%	80%
Decisions within 90 Days of Filing	24,491	97.4%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,924	71.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,924	79.9%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,924	89.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,522	78.4%	69.8%	none
Wage Transfers Made within 14 Days	14,522	94.6%	97.3%	none
Billing Made within 45 Days	189	100.0%	92.6%	none
Reimbursements Made within 45 Days	263	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,230,119	76.8%	61.4%	none
Payments Made within 14 Days	1,230,119	92.2%	92.5%	none
Payments Made within 21 Days	1,230,119	96.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	387	76.2%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	73	97.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,824,794	53.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	5,133,623	70.5%	56.1%	none

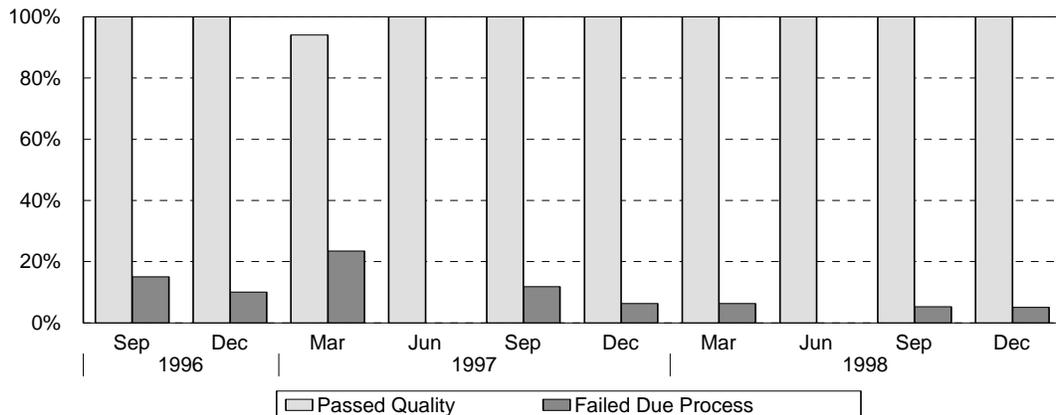
UI PERFORMS ANNUAL REPORT CY 1998
INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.16	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$253,086,782	\$18.8 B	none
Sample Size	690	26,353	none
Proper Payment Rate	85.1 +/- 2.8	91.5%	none
Overpayment Rate	14.9 +/- 2.8	8.5%	none
Underpayment Rate	0.4 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



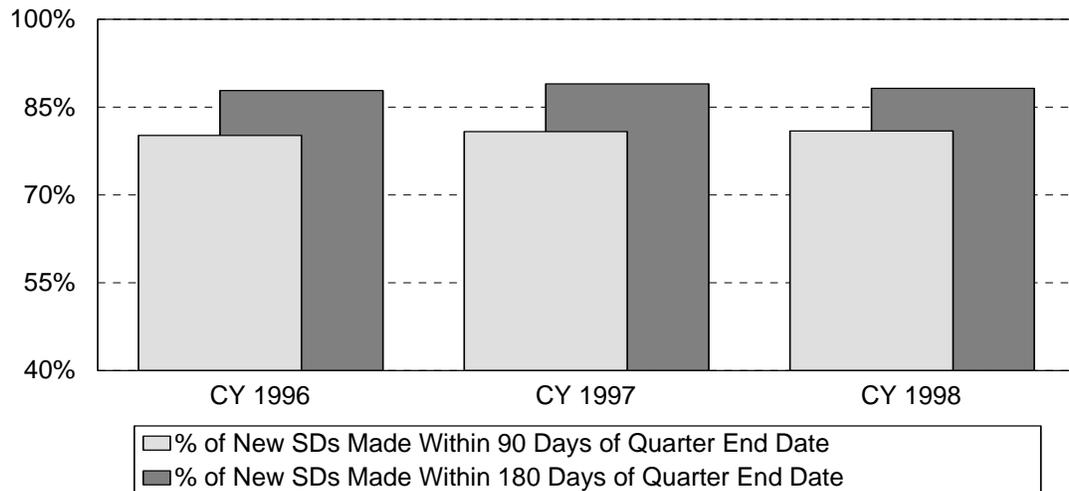
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INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	80.9%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	62.5%	67.0%
Percentage Made Within 180 Days	67.5%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.2%	87.4%
Percentage Secured	94.6%	92.5%
Percentage Resolved	95.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	93.7%	79.8%
Percentage Secured	97.3%	85.9%
Percentage Resolved	98.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.6%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.8%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	23.1%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	4.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
INDIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.0%	5.0%
Percentage Of Contributory Employers Audited	2.8%	2.0%
Annualized Percentage Of Total Wages Audited	2.8%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



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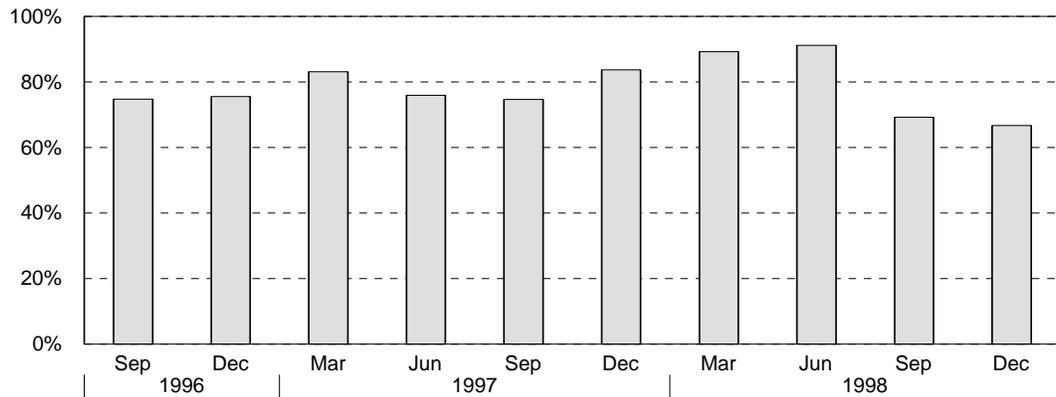
IOWA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	47,597	93.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	47,597	97.6%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,192	81.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,192	93.1%	92.4%	78%
All First Payments - 14/21 Days	67,292	92.0%	89.2%	90% (FY '02)
All First Payments - 35 Days	67,292	96.8%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	23,814	80.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	31,219	69.4%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	23,814	69.2%	63.1%	none
Separation Issues within 21 Days	31,219	95.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,800	86.4%	67.9%	60%
Decisions within 45 Days of Filing	9,800	93.3%	85.4%	80%
Decisions within 90 Days of Filing	9,800	98.3%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,921	73.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,921	98.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,921	99.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,177	97.8%	69.8%	none
Wage Transfers Made within 14 Days	7,177	99.2%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	742,108	72.6%	61.4%	none
Payments Made within 14 Days	742,108	96.8%	92.5%	none
Payments Made within 21 Days	742,108	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	80.4%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	79	96.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,893,080	64.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	3,282,506	83.2%	56.1%	none

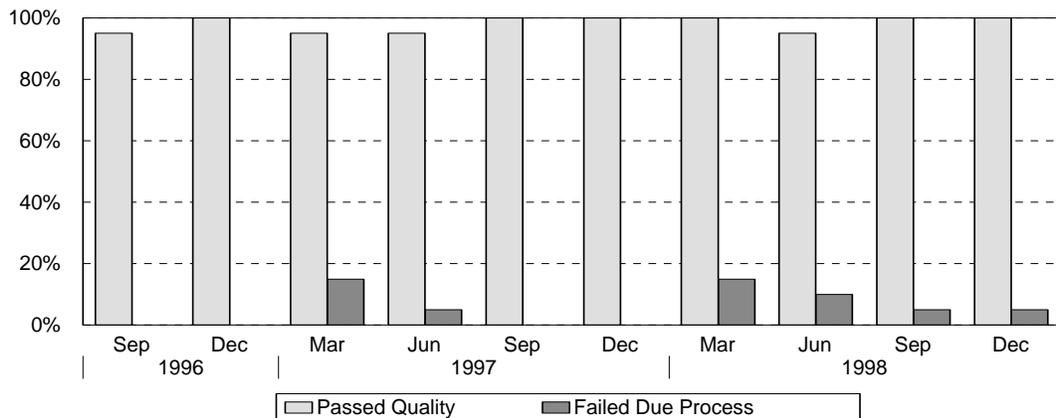
UI PERFORMS ANNUAL REPORT CY 1998
IOWA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.26	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	156,367,178	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	91.9 +/- 2.5	91.5%	none
Overpayment Rate	8.1 +/- 2.5	8.5%	none
Underpayment Rate	1.1 +/- 0.9	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

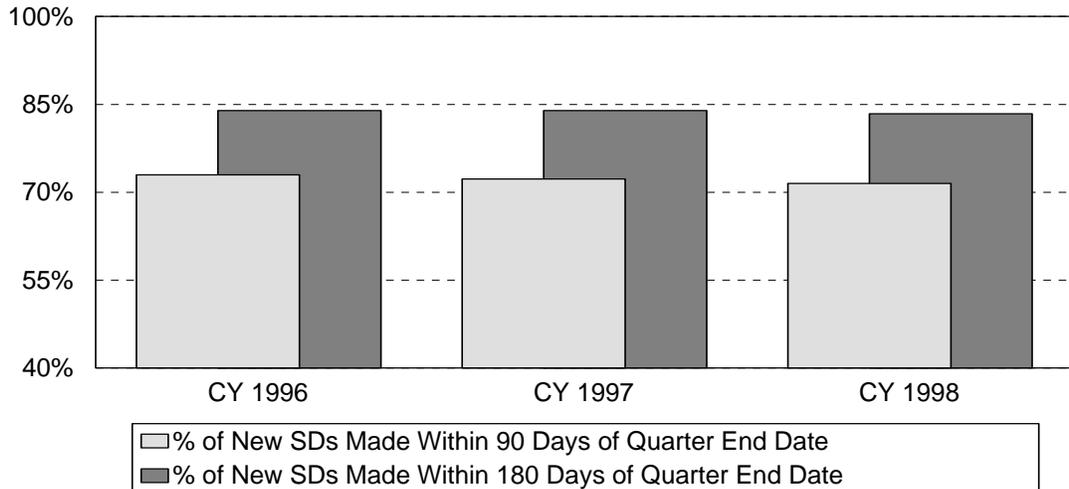
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	71.5%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	83.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.4%	67.0%
Percentage Made Within 180 Days	89.8%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.3%	87.4%
Percentage Secured	97.6%	92.5%
Percentage Resolved	99.6%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.9%	79.8%
Percentage Secured	99.3%	85.9%
Percentage Resolved	99.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.8%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.4%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	93.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.8%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



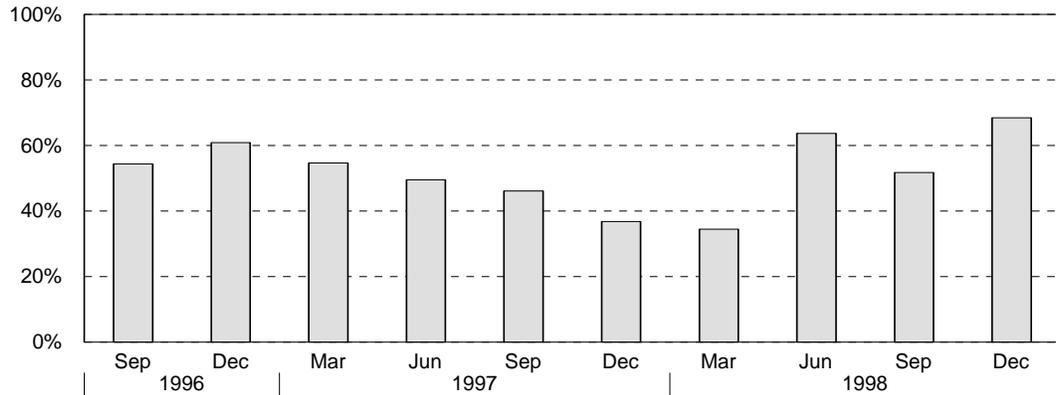
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KANSAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	40,398	84.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	40,398	96.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,692	74.9%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,692	93.1%	92.4%	78%
All First Payments - 14/21 Days	50,783	83.7%	89.2%	90% (FY '02)
All First Payments - 35 Days	50,783	96.2%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	25,067	60.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	31,618	59.9%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	25,067	77.3%	63.1%	none
Separation Issues within 21 Days	31,618	98.7%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	10,052	89.9%	67.9%	60%
Decisions within 45 Days of Filing	10,052	97.7%	85.4%	80%
Decisions within 90 Days of Filing	10,052	99.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,342	94.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,342	99.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,342	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,810	100.0%	69.8%	none
Wage Transfers Made within 14 Days	7,810	100.0%	97.3%	none
Billing Made within 45 Days	195	100.0%	92.6%	none
Reimbursements Made within 45 Days	155	61.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	591,266	90.6%	61.4%	none
Payments Made within 14 Days	591,266	95.8%	92.5%	none
Payments Made within 21 Days	591,266	97.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	232	53.2%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	93.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,124,794	72.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	2,825,227	65.8%	56.1%	none

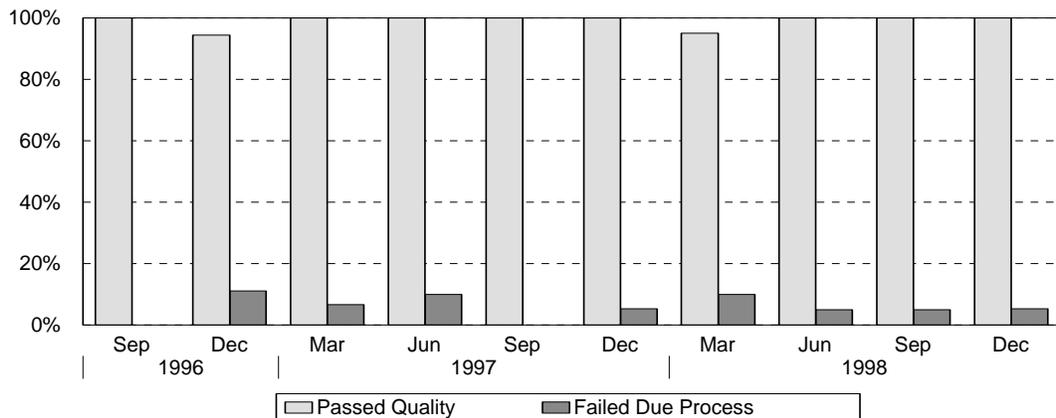
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KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.7	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.03	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$128,186,480	\$18.8 B	none
Sample Size	492	26,353	none
Proper Payment Rate	88.3 +/- 2.8	91.5%	none
Overpayment Rate	11.7 +/- 2.8	8.5%	none
Underpayment Rate	0 +/- 0.1	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



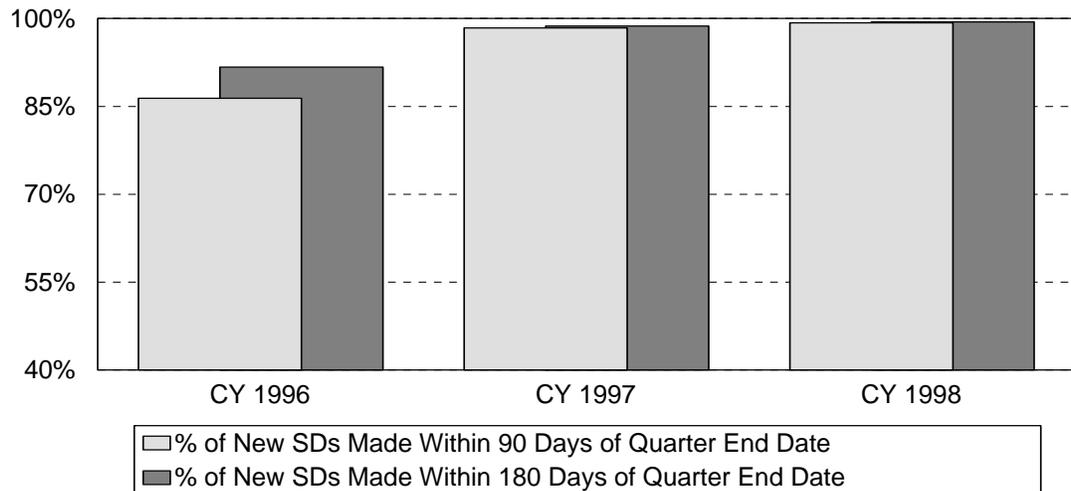
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	99.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	99.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	98.7%	67.0%
Percentage Made Within 180 Days	99.4%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.5%	87.4%
Percentage Secured	97.4%	92.5%
Percentage Resolved	99.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.1%	79.8%
Percentage Secured	99.8%	85.9%
Percentage Resolved	100.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.5%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.9%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.2%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
KANSAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.6%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.5%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



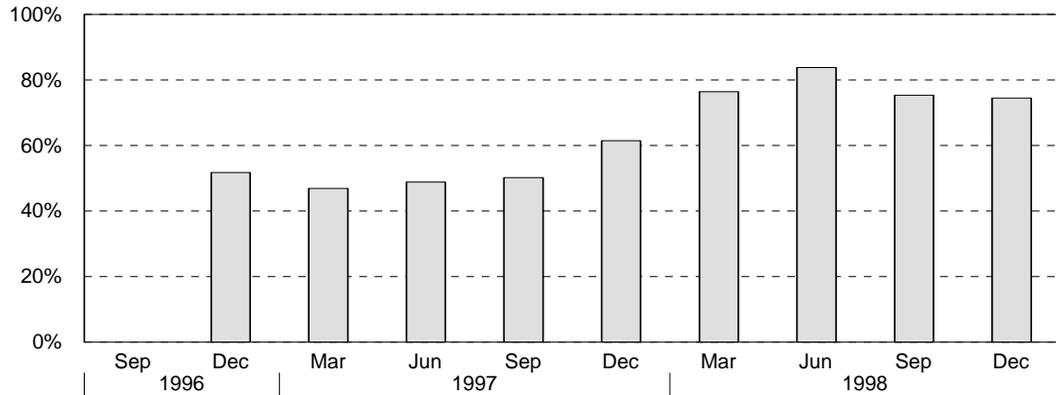
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KENTUCKY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	69,645	92.8%	90.1%	87%
Intrastate UI, full weeks - 35 Days	69,645	97.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,431	76.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,431	90.4%	92.4%	78%
All First Payments - 14/21 Days	111,956	92.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	111,956	97.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,826	67.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	26,165	77.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,091	72.2%	63.1%	none
Separation Issues within 21 Days	26,883	95.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,104	68.6%	67.9%	60%
Decisions within 45 Days of Filing	8,104	86.4%	85.4%	80%
Decisions within 90 Days of Filing	8,104	98.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,625	79.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,625	98.1%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,625	99.8%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	11,221	67.0%	69.8%	none
Wage Transfers Made within 14 Days	11,221	97.2%	97.3%	none
Billing Made within 45 Days	196	100.0%	92.6%	none
Reimbursements Made within 45 Days	190	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,205,320	44.1%	61.4%	none
Payments Made within 14 Days	1,205,320	90.7%	92.5%	none
Payments Made within 21 Days	1,205,320	96.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	233	77.4%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	76	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,388,802	63.8%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,883,857	67.7%	56.1%	none

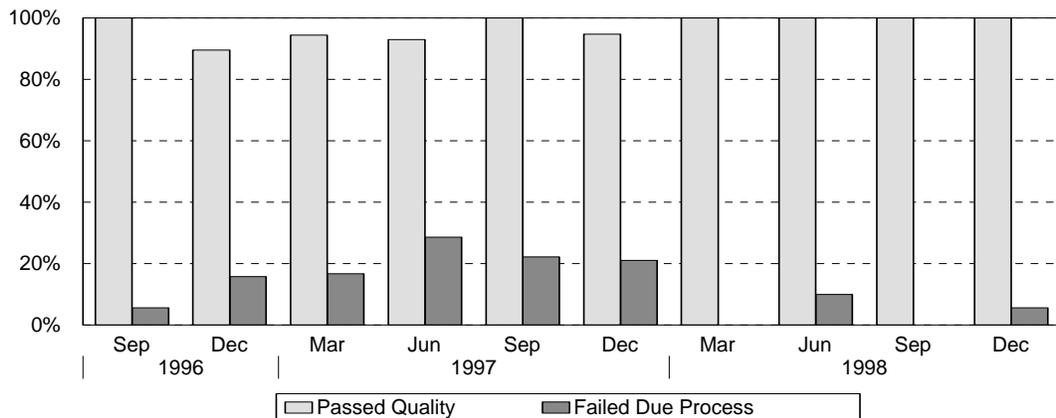
**UI PERFORMS ANNUAL REPORT CY 1998
KENTUCKY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.35	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$215,796,260	\$18.8 B	none
Sample Size	484	26,353	none
Proper Payment Rate	95 +/- 1.9	91.5%	none
Overpayment Rate	5 +/- 1.9	8.5%	none
Underpayment Rate	0.5 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



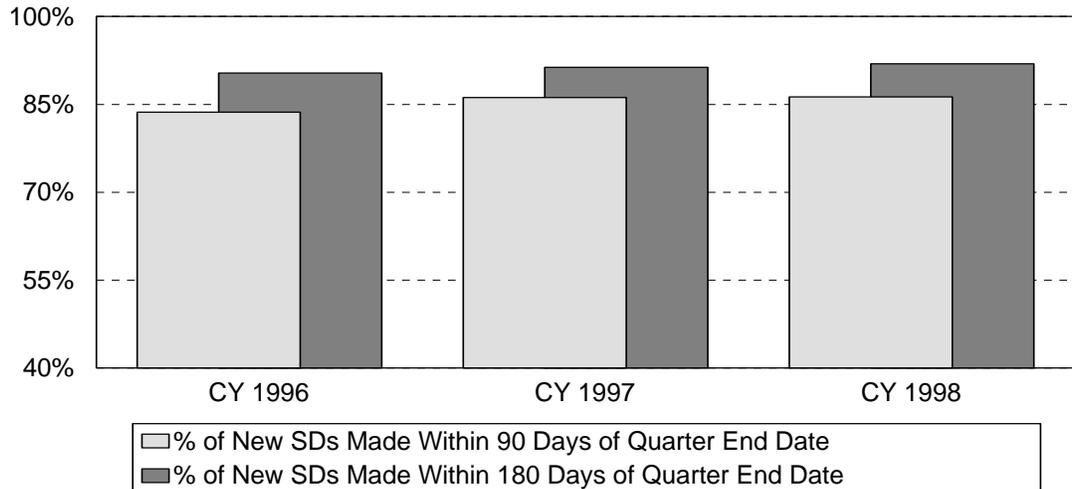
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	86.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	60.2%	67.0%
Percentage Made Within 180 Days	74.4%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.4%	87.4%
Percentage Secured	95.3%	92.5%
Percentage Resolved	99.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	87.9%	79.8%
Percentage Secured	97.2%	85.9%
Percentage Resolved	98.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.6%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	84.8%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.1%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
KENTUCKY

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	5.5%	5.0%
Percentage Of Contributory Employers Audited	1.0%	2.0%
Annualized Percentage Of Total Wages Audited	0.3%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



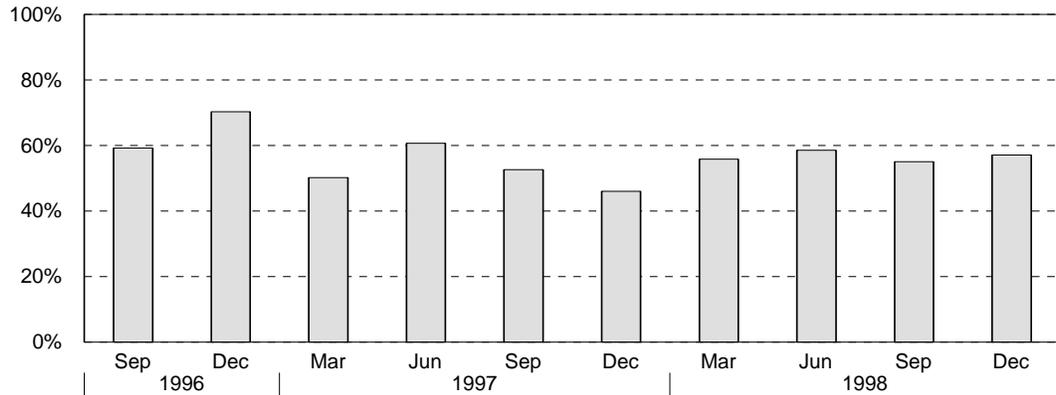
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REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	54,595	89.3%	90.1%	87%
Intrastate UI, full weeks - 35 Days	54,595	96.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	2,234	79.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	2,234	94.8%	92.4%	78%
All First Payments - 14/21 Days	61,809	89.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	61,809	96.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	36,501	41.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	70,949	55.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	36,501	88.4%	63.1%	none
Separation Issues within 21 Days	70,949	97.1%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	16,611	75.8%	67.9%	60%
Decisions within 45 Days of Filing	16,611	90.5%	85.4%	80%
Decisions within 90 Days of Filing	16,611	98.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,391	62.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,391	94.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,391	99.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,989	100.0%	69.8%	none
Wage Transfers Made within 14 Days	10,989	100.0%	97.3%	none
Billing Made within 45 Days	198	75.3%	92.6%	none
Reimbursements Made within 45 Days	175	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	920,545	95.1%	61.4%	none
Payments Made within 14 Days	920,545	97.5%	92.5%	none
Payments Made within 21 Days	920,545	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	387	56.6%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	79	96.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,352,863	38.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	3,422,127	49.7%	56.1%	none

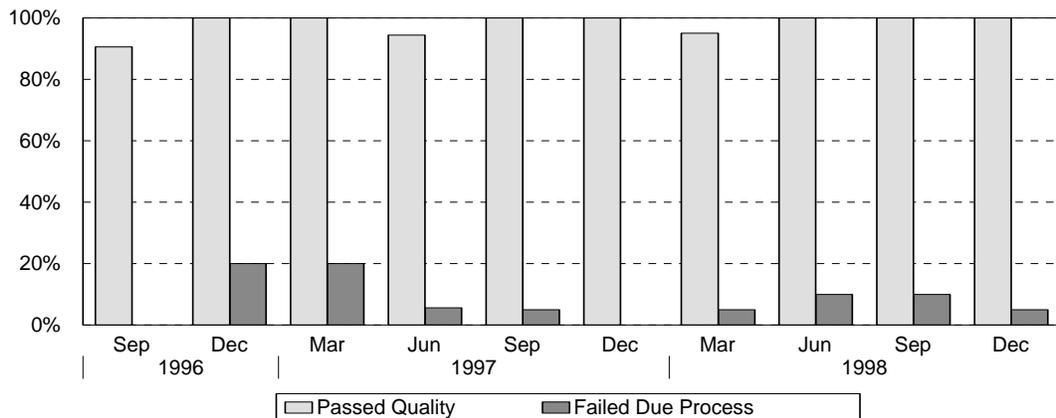
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LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.7	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.73	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$136,733,048	\$18.8 B	none
Sample Size	520	26,353	none
Proper Payment Rate	90.3 +/- 2.6	91.5%	none
Overpayment Rate	9.7 +/- 2.6	8.5%	none
Underpayment Rate	0.6 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



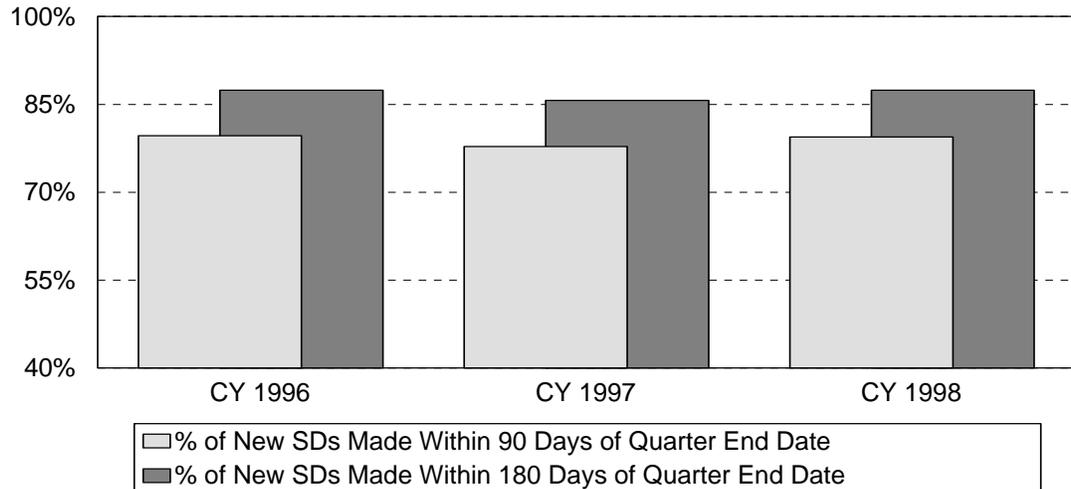
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	79.5%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	49.2%	67.0%
Percentage Made Within 180 Days	76.7%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	85.1%	87.4%
Percentage Secured	93.4%	92.5%
Percentage Resolved	100.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	71.6%	79.8%
Percentage Secured	76.5%	85.9%
Percentage Resolved	92.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	73.7%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	28.8%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	6.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	8.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	94.9%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.5%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.6%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
LOUISIANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.5%	5.0%
Percentage Of Contributory Employers Audited	1.5%	2.0%
Annualized Percentage Of Total Wages Audited	0.8%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	F	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998

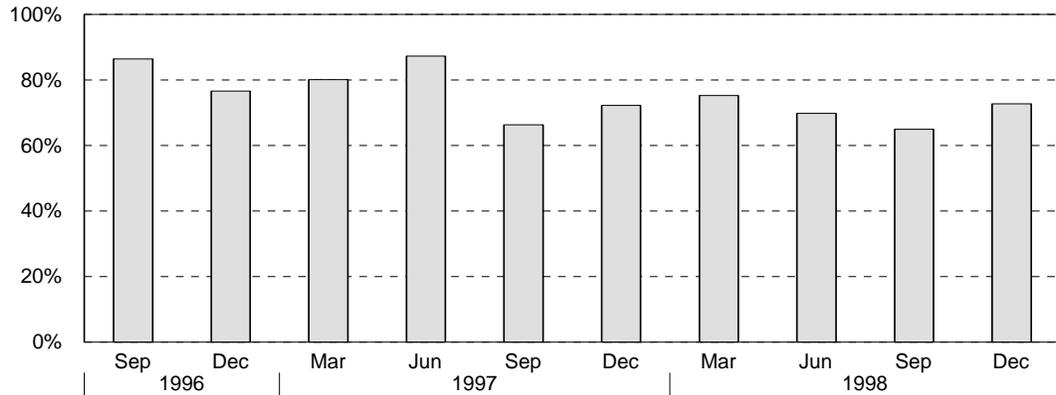
MAINE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	30,222	86.8%	90.1%	87%
Intrastate UI, full weeks - 35 Days	30,222	97.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	998	52.6%	78.4%	70%
Interstate UI, full weeks - 35 Days	998	90.5%	92.4%	78%
All First Payments - 14/21 Days	40,425	82.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	40,425	96.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	38,402	66.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	11,652	55.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	38,402	43.9%	63.1%	none
Separation Issues within 21 Days	11,652	74.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	6,641	69.5%	67.9%	60%
Decisions within 45 Days of Filing	6,641	89.5%	85.4%	80%
Decisions within 90 Days of Filing	6,641	98.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	549	51.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	549	94.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	549	99.5%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,030	73.1%	69.8%	none
Wage Transfers Made within 14 Days	2,030	97.8%	97.3%	none
Billing Made within 45 Days	146	94.5%	92.6%	none
Reimbursements Made within 45 Days	181	94.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	610,356	78.3%	61.4%	none
Payments Made within 14 Days	610,356	92.8%	92.5%	none
Payments Made within 21 Days	610,356	96.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	71.2%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	61	98.4%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	289,626	123.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,242,724	81.3%	56.1%	none

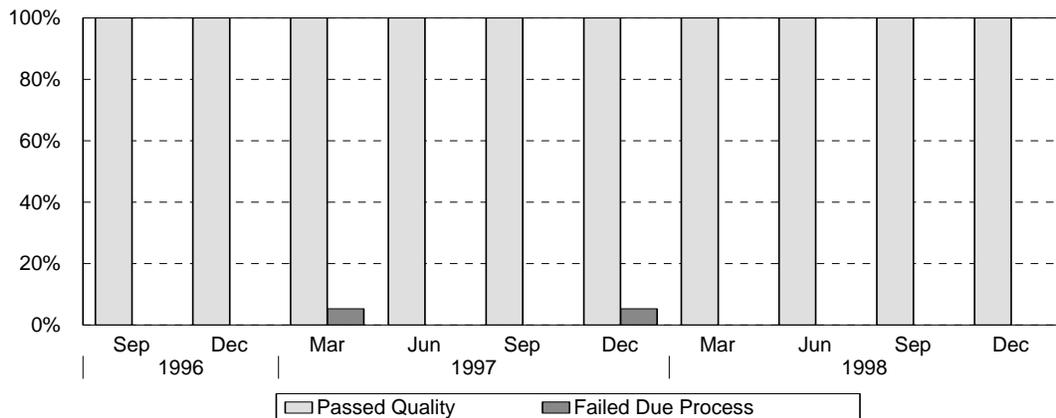
UI PERFORMS ANNUAL REPORT CY 1998
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.21	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$80,734,612	\$18.8 B	none
Sample Size	488	26,353	none
Proper Payment Rate	77.9 +/- 4.2	91.5%	none
Overpayment Rate	22.1 +/- 4.2	8.5%	none
Underpayment Rate	0.6 +/- 0.6	0.9%	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

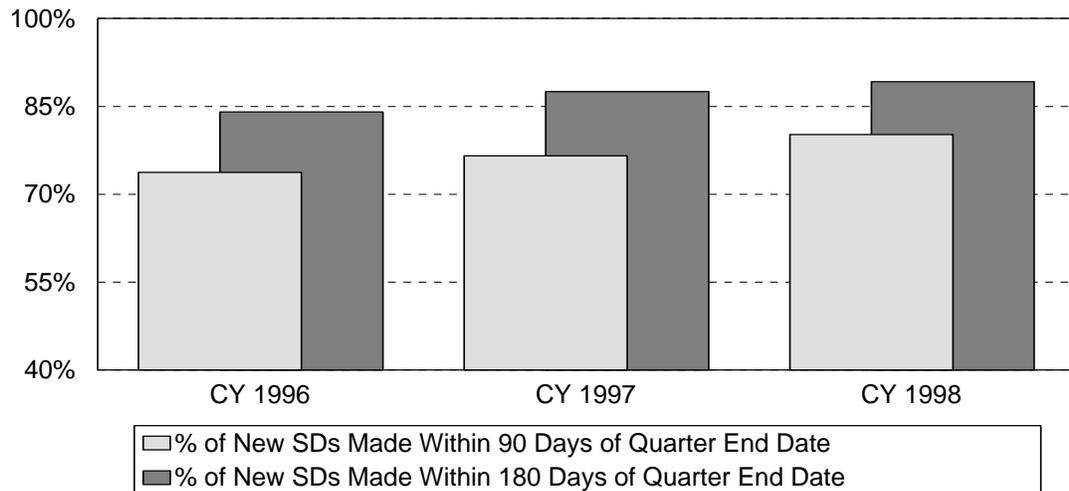
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	80.2%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.5%	67.0%
Percentage Made Within 180 Days	81.1%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	66.3%	87.4%
Percentage Secured	89.7%	92.5%
Percentage Resolved	96.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	72.2%	79.8%
Percentage Secured	90.3%	85.9%
Percentage Resolved	98.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	109.8%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	110.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.5%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	74.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	25.9%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MAINE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.3%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	1.3%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

New Status Determinations Timelapse



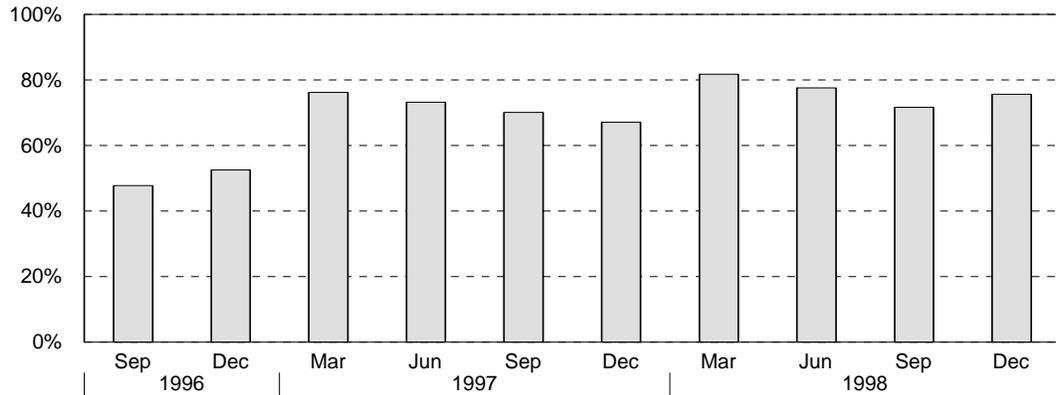
UI PERFORMS ANNUAL REPORT CY 1998
MARYLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	88,163	90.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	88,163	95.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,091	74.5%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,091	87.6%	92.4%	78%
All First Payments - 14/21 Days	100,001	90.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	100,001	94.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	62,690	87.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	80,977	88.4%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	62,738	66.1%	63.1%	none
Separation Issues within 21 Days	81,196	88.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	22,493	86.1%	67.9%	60%
Decisions within 45 Days of Filing	22,493	95.7%	85.4%	80%
Decisions within 90 Days of Filing	22,493	99.5%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,855	47.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,855	83.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,855	93.8%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,587	78.7%	69.8%	none
Wage Transfers Made within 14 Days	14,587	94.5%	97.3%	none
Billing Made within 45 Days	181	100.0%	92.6%	none
Reimbursements Made within 45 Days	188	91.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,572,459	44.2%	61.4%	none
Payments Made within 14 Days	1,572,459	92.1%	92.5%	none
Payments Made within 21 Days	1,572,459	96.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	389	76.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	71	95.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,093,460	38.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	7,693,258	58.2%	56.1%	none

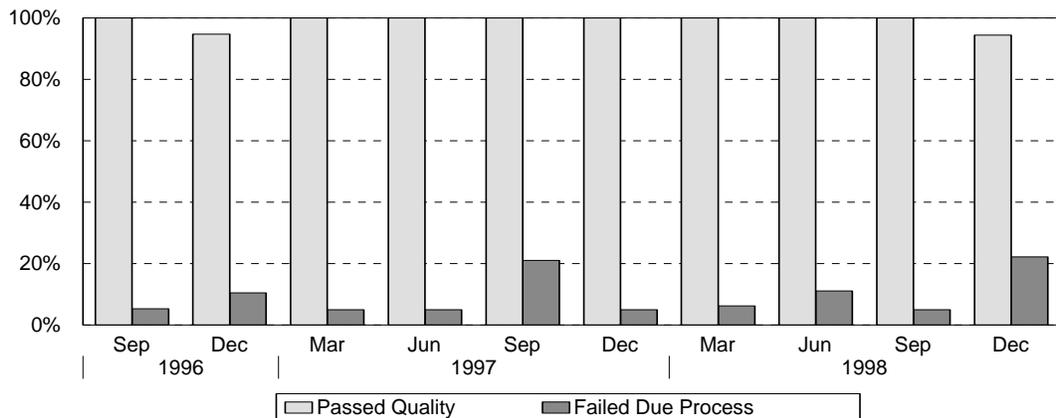
UI PERFORMS ANNUAL REPORT CY 1998
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.2	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.09	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$287,364,595	\$18.8 B	none
Sample Size	485	26,353	none
Proper Payment Rate	77.3 +/- 3.8	91.5%	none
Overpayment Rate	22.7 +/- 3.8	8.5%	none
Underpayment Rate	0.4 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



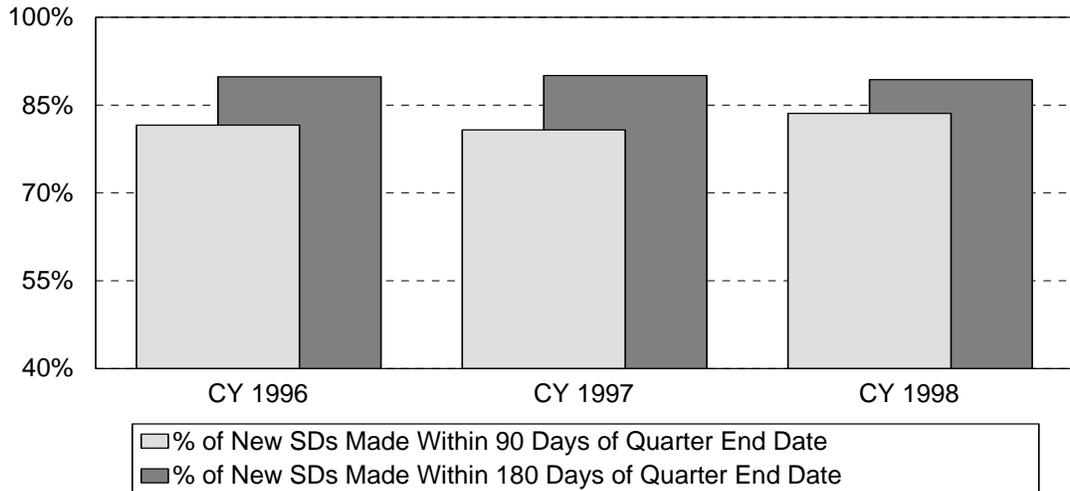
UI PERFORMS ANNUAL REPORT CY 1998
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	83.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	86.2%	67.0%
Percentage Made Within 180 Days	92.5%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.8%	87.4%
Percentage Secured	92.1%	92.5%
Percentage Resolved	99.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	77.9%	79.8%
Percentage Secured	98.2%	85.9%
Percentage Resolved	99.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	14.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	4.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	77.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.5%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MARYLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	F	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.8%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	1.7%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



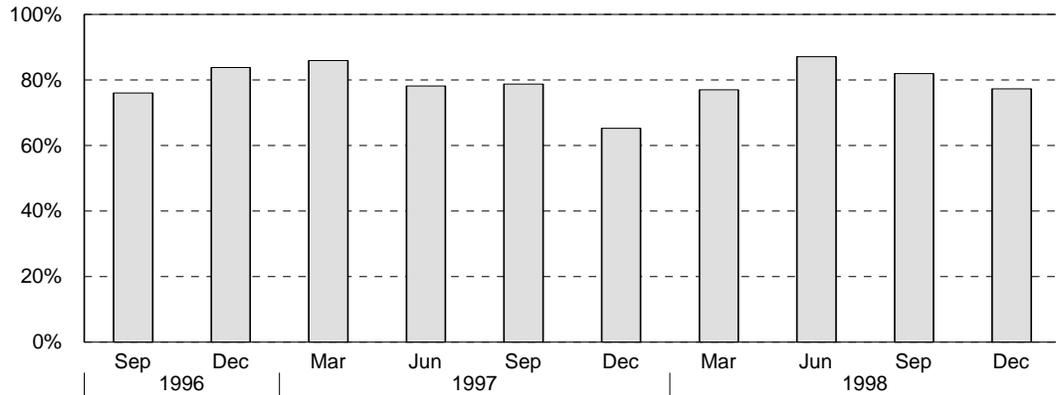
UI PERFORMS ANNUAL REPORT CY 1998
MASSACHUSETTS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	152,641	89.5%	90.1%	87%
Intrastate UI, full weeks - 35 Days	152,641	96.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	4,498	78.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	4,498	92.3%	92.4%	78%
All First Payments - 14/21 Days	173,333	88.6%	89.2%	90% (FY '02)
All First Payments - 35 Days	173,333	96.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	101,544	49.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	64,430	58.5%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	101,544	68.8%	63.1%	none
Separation Issues within 21 Days	64,430	94.3%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	19,441	81.5%	67.9%	60%
Decisions within 45 Days of Filing	19,441	94.6%	85.4%	80%
Decisions within 90 Days of Filing	19,441	99.2%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,071	89.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,071	94.2%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,071	98.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,097	78.5%	69.8%	none
Wage Transfers Made within 14 Days	8,097	93.3%	97.3%	none
Billing Made within 45 Days	208	100.0%	92.6%	none
Reimbursements Made within 45 Days	200	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,836,430	43.6%	61.4%	none
Payments Made within 14 Days	2,836,430	91.1%	92.5%	none
Payments Made within 21 Days	2,836,430	95.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	394	80.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	96.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,579,459	73.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	3,722,545	66.3%	56.1%	none

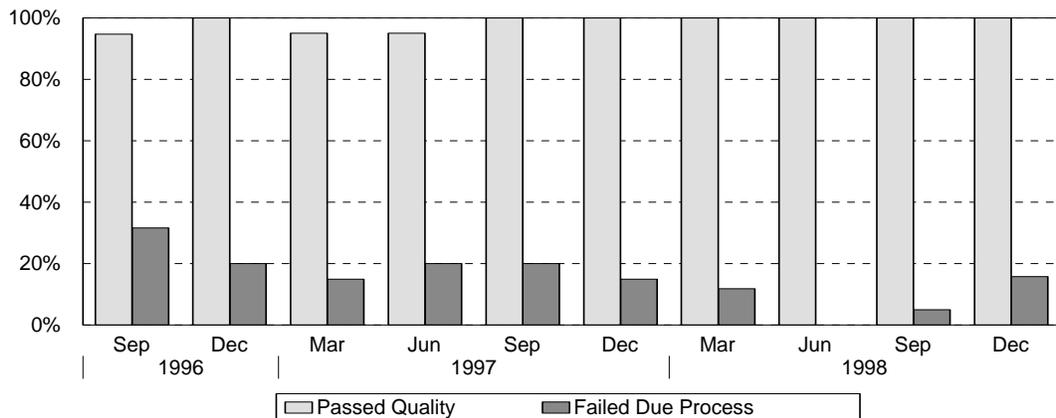
UI PERFORMS ANNUAL REPORT CY 1998
MASSACHUSETTS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.4	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.09	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$720,327,922	\$18.8 B	none
Sample Size	579	26,353	none
Proper Payment Rate	95.7 +/- 1.6	91.5%	none
Overpayment Rate	4.3 +/- 1.6	8.5%	none
Underpayment Rate	1.6 +/- 0.7	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



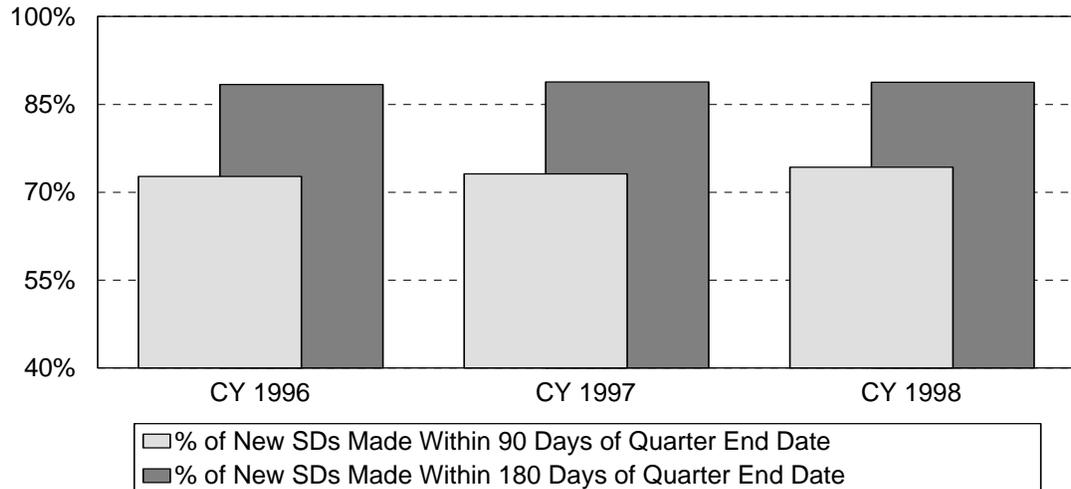
UI PERFORMS ANNUAL REPORT CY 1998
MASSACHUSETTS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	74.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.8%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	74.2%	67.0%
Percentage Made Within 180 Days	87.0%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.6%	87.4%
Percentage Secured	96.8%	92.5%
Percentage Resolved	100.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	0.0%	79.8%
Percentage Secured	0.0%	85.9%
Percentage Resolved	0.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.3%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	27.3%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	9.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
MASSACHUSETTS**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	2.3%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	1.5%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



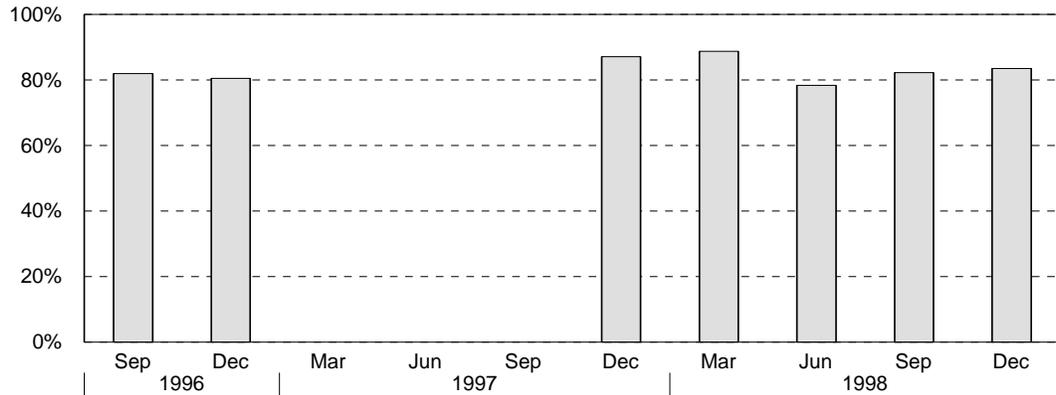
UI PERFORMS ANNUAL REPORT CY 1998
MICHIGAN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	357,122	85.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	357,122	97.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,170	38.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,170	74.3%	92.4%	78%
All First Payments - 14/21 Days	411,276	85.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	411,276	97.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	111,048	55.9%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	121,772	41.3%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	111,048	34.4%	63.1%	none
Separation Issues within 21 Days	121,772	78.1%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,567	78.8%	67.9%	60%
Decisions within 45 Days of Filing	14,567	91.4%	85.4%	80%
Decisions within 90 Days of Filing	14,567	97.2%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,028	29.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	5,028	60.1%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	5,028	77.9%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,742	0.1%	69.8%	none
Wage Transfers Made within 14 Days	8,742	99.6%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	201	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,218,209	82.7%	61.4%	none
Payments Made within 14 Days	2,218,209	95.5%	92.5%	none
Payments Made within 21 Days	2,218,209	96.7%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	377	83.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	76	88.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,421,371	18.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	15,755,592	39.3%	56.1%	none

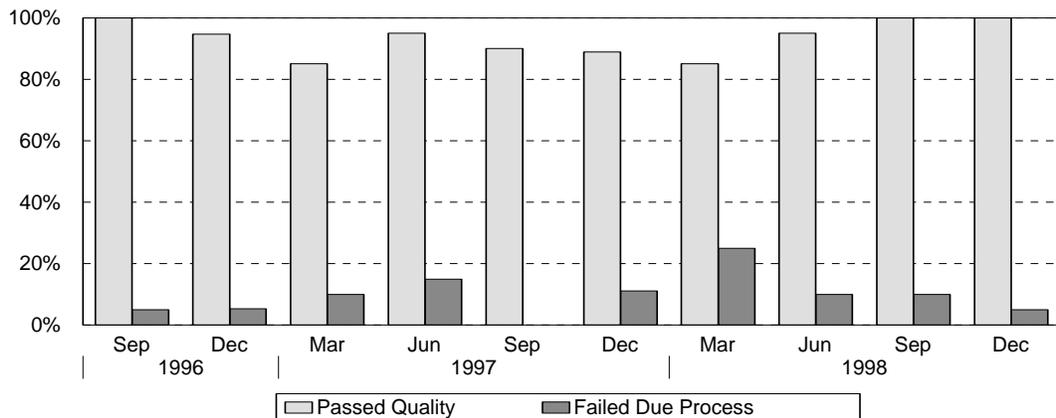
UI PERFORMS ANNUAL REPORT CY 1998
MICHIGAN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	7.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.27	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$924,304,867	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	86.7 +/- 3.2	91.5%	none
Overpayment Rate	13.3 +/- 3.2	8.5%	none
Underpayment Rate	2 +/- 0.6	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

MICHIGAN

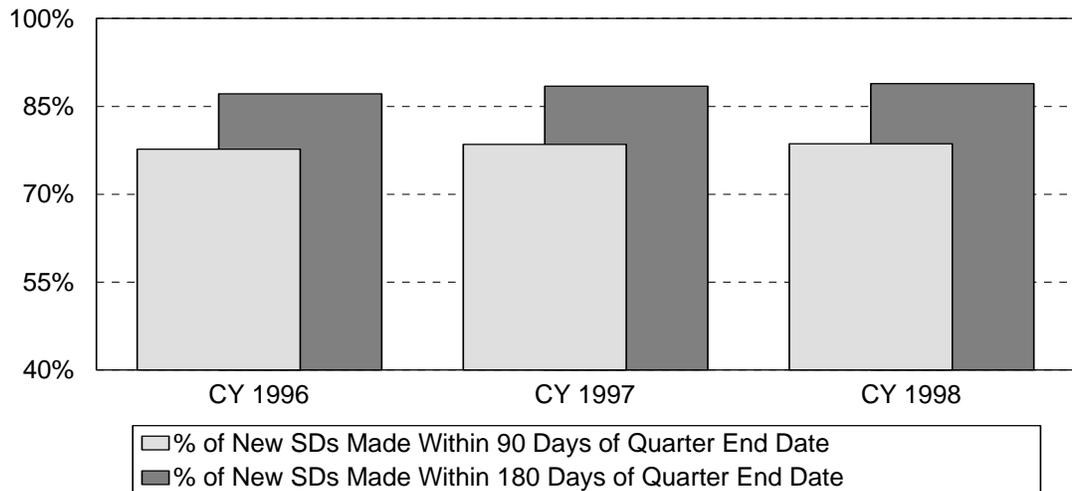
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	78.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	59.0%	67.0%
Percentage Made Within 180 Days	76.2%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	80.9%	87.4%
Percentage Secured	90.0%	92.5%
Percentage Resolved	90.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	0.0%	79.8%
Percentage Secured	0.0%	85.9%
Percentage Resolved	0.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	91.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	73.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	27.3%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.2%
Accounts Receivable As A Percentage Of Tax Due	5.3%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MICHIGAN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.4%	5.0%
Percentage Of Contributory Employers Audited	1.5%	2.0%
Annualized Percentage Of Total Wages Audited	2.9%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	F	96.0% Pass
Accuracy In Contributory Employer Billing?	**	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



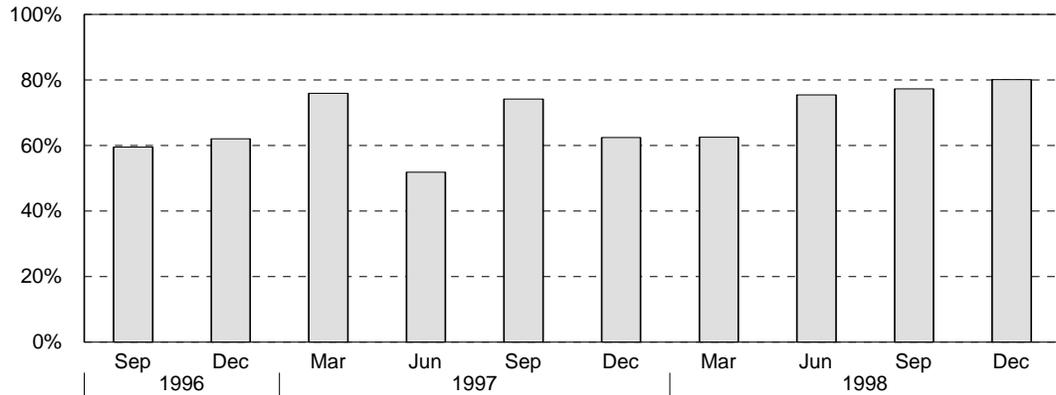
UI PERFORMS ANNUAL REPORT CY 1998
MINNESOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	95,177	89.7%	90.1%	87%
Intrastate UI, full weeks - 35 Days	95,177	98.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	4,175	79.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	4,175	96.2%	92.4%	78%
All First Payments - 14/21 Days	108,601	89.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	108,601	98.4%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	34,011	82.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	31,786	81.3%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	34,011	75.9%	63.1%	none
Separation Issues within 21 Days	31,786	59.7%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,202	74.7%	67.9%	60%
Decisions within 45 Days of Filing	9,202	90.9%	85.4%	80%
Decisions within 90 Days of Filing	9,202	98.2%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,887	97.4%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,887	98.3%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,887	99.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,776	87.1%	69.8%	none
Wage Transfers Made within 14 Days	7,776	97.3%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,354,106	45.2%	61.4%	none
Payments Made within 14 Days	1,354,106	94.4%	92.5%	none
Payments Made within 21 Days	1,354,106	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	341	72.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	84	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	3,272,144	75.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	4,567,791	95.8%	56.1%	none

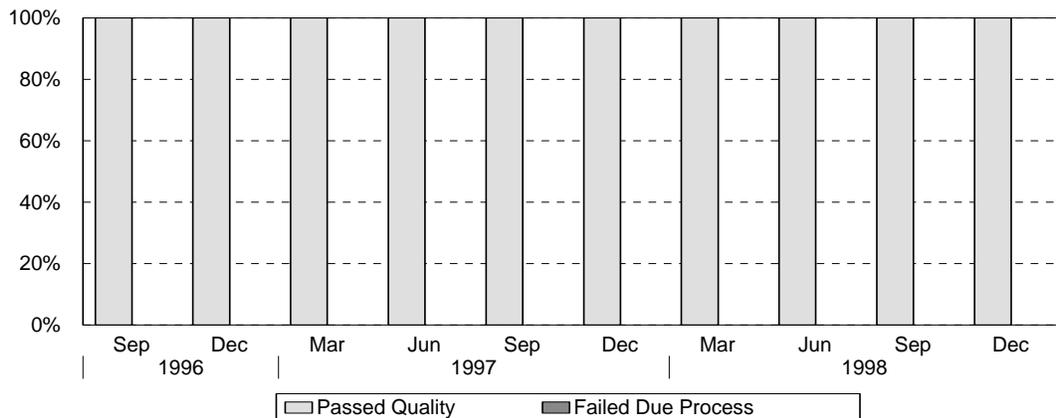
UI PERFORMS ANNUAL REPORT CY 1998
MINNESOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.6	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.52	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$335,386,885	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	90.9 +/- 2.7	91.5%	none
Overpayment Rate	9.1 +/- 2.7	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



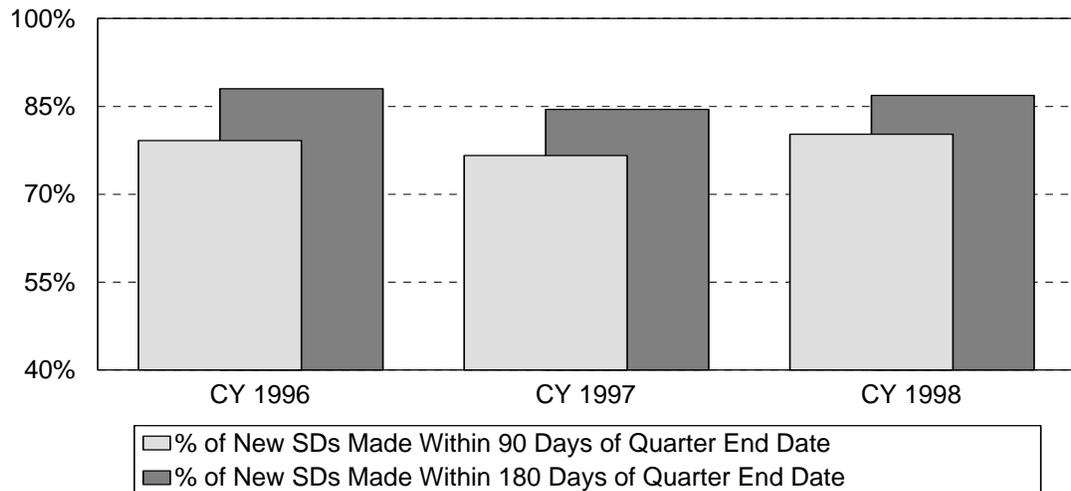
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MINNESOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	80.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	86.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.2%	67.0%
Percentage Made Within 180 Days	91.6%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.3%	87.4%
Percentage Secured	95.1%	92.5%
Percentage Resolved	100.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	58.3%	79.8%
Percentage Secured	93.2%	85.9%
Percentage Resolved	97.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	4.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	77.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	22.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.4%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
MINNESOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	1.8%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	4.1%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



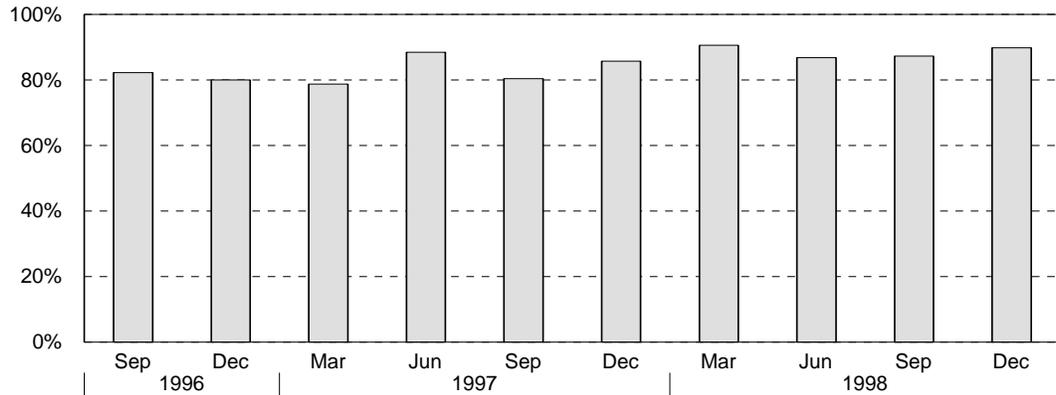
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MISSISSIPPI

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	49,980	94.8%	90.1%	87%
Intrastate UI, full weeks - 35 Days	49,980	97.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,625	78.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,625	94.4%	92.4%	78%
All First Payments - 14/21 Days	61,141	94.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	61,141	98.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	30,341	76.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	38,179	85.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	30,341	83.8%	63.1%	none
Separation Issues within 21 Days	38,179	97.1%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,549	84.2%	67.9%	60%
Decisions within 45 Days of Filing	11,549	95.3%	85.4%	80%
Decisions within 90 Days of Filing	11,549	100.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,048	96.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,048	99.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,048	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,367	87.6%	69.8%	none
Wage Transfers Made within 14 Days	8,367	94.3%	97.3%	none
Billing Made within 45 Days	194	100.0%	92.6%	none
Reimbursements Made within 45 Days	184	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	716,417	94.0%	61.4%	none
Payments Made within 14 Days	716,417	98.1%	92.5%	none
Payments Made within 21 Days	716,417	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	206	88.6%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	84	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,108,994	44.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,406,726	40.9%	56.1%	none

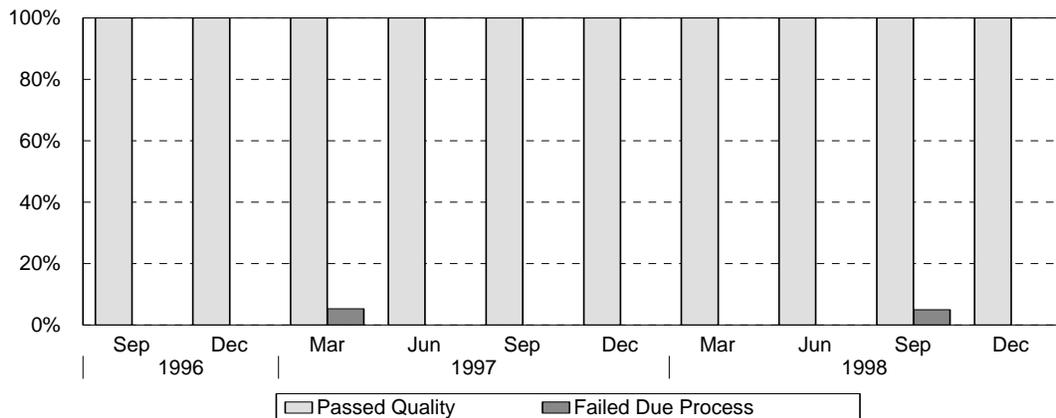
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MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.87	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$104,986,238	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	91.3 +/- 2.6	91.5%	none
Overpayment Rate	8.7 +/- 2.6	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



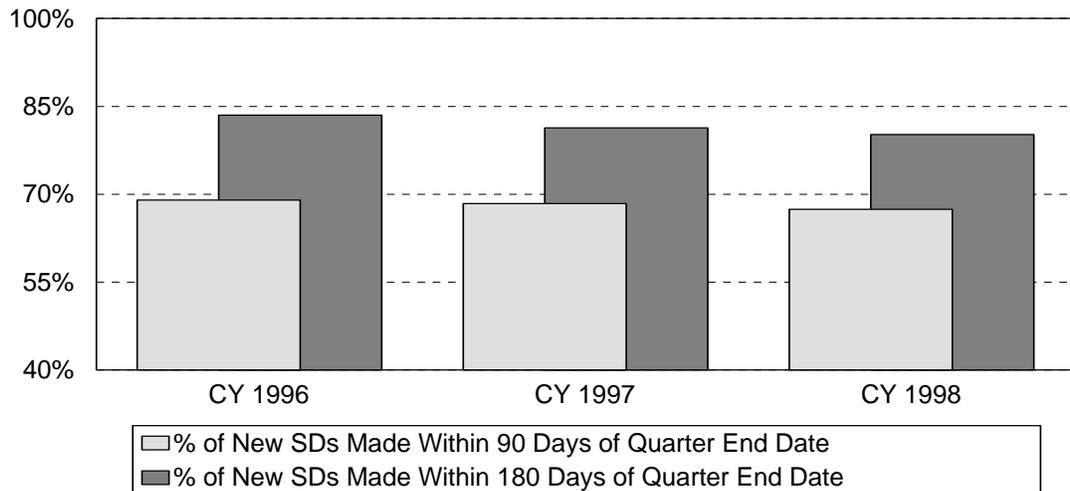
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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	67.4%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	80.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	83.1%	67.0%
Percentage Made Within 180 Days	91.8%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	87.4%
Percentage Secured	94.7%	92.5%
Percentage Resolved	99.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.9%	79.8%
Percentage Secured	97.3%	85.9%
Percentage Resolved	98.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.7%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	70.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	29.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MISSISSIPPI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	0.7%	5.0%
Percentage Of Contributory Employers Audited	1.9%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



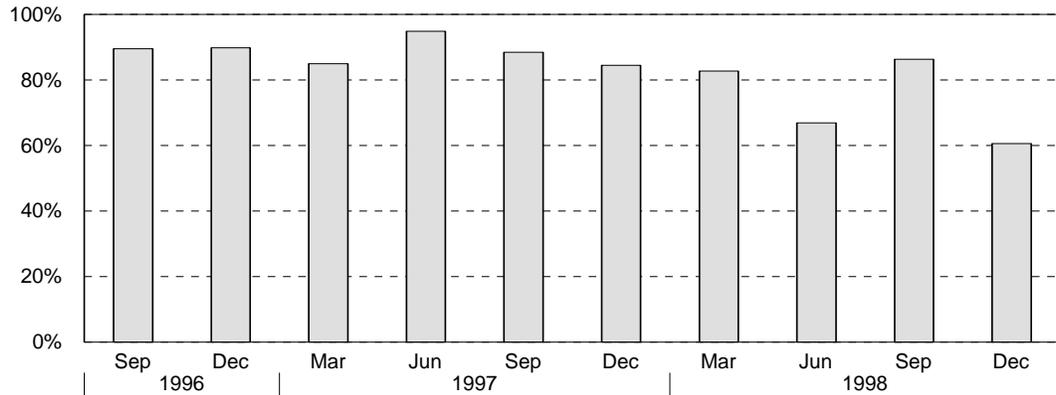
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REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	124,660	89.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	124,660	97.6%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	2,867	80.9%	78.4%	70%
Interstate UI, full weeks - 35 Days	2,867	94.7%	92.4%	78%
All First Payments - 14/21 Days	144,578	88.7%	89.2%	90% (FY '02)
All First Payments - 35 Days	144,578	97.6%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	97,376	89.2%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	106,546	70.9%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	97,376	91.9%	63.1%	none
Separation Issues within 21 Days	106,546	95.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	25,021	67.6%	67.9%	60%
Decisions within 45 Days of Filing	25,021	91.5%	85.4%	80%
Decisions within 90 Days of Filing	25,021	99.2%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,580	35.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,580	78.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,580	98.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,074	87.5%	69.8%	none
Wage Transfers Made within 14 Days	16,074	99.2%	97.3%	none
Billing Made within 45 Days	196	100.0%	92.6%	none
Reimbursements Made within 45 Days	196	91.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,578,594	89.2%	61.4%	none
Payments Made within 14 Days	1,578,594	96.5%	92.5%	none
Payments Made within 21 Days	1,578,594	98.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	397	74.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	80	96.3	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	6,205,987	44.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	2,447,125	45.7%	56.1%	none

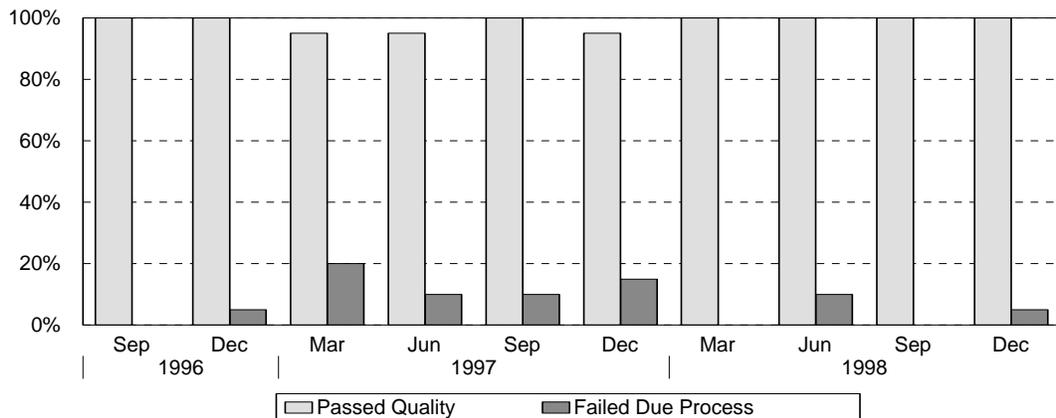
UI PERFORMS ANNUAL REPORT CY 1998
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.5	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.57	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$249,792,048	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	94.1 +/- 2	91.5%	none
Overpayment Rate	5.9 +/- 2	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



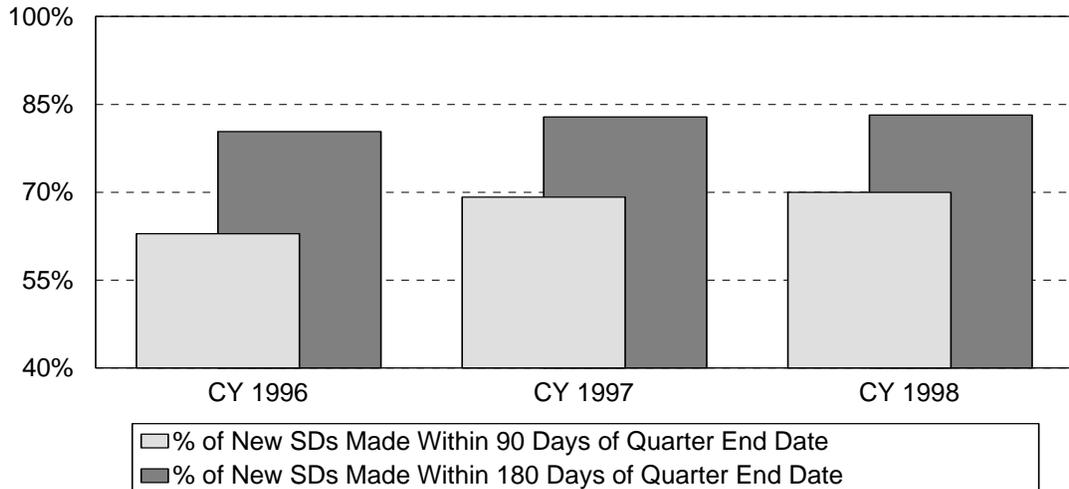
UI PERFORMS ANNUAL REPORT CY 1998
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	70.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	83.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	67.7%	67.0%
Percentage Made Within 180 Days	84.4%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	82.0%	87.4%
Percentage Secured	96.7%	92.5%
Percentage Resolved	103.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	70.0%	79.8%
Percentage Secured	99.6%	85.9%
Percentage Resolved	101.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	57.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	42.9%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	5.2%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MISSOURI

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.3%	5.0%
Percentage Of Contributory Employers Audited	2.0%	2.0%
Annualized Percentage Of Total Wages Audited	1.4%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



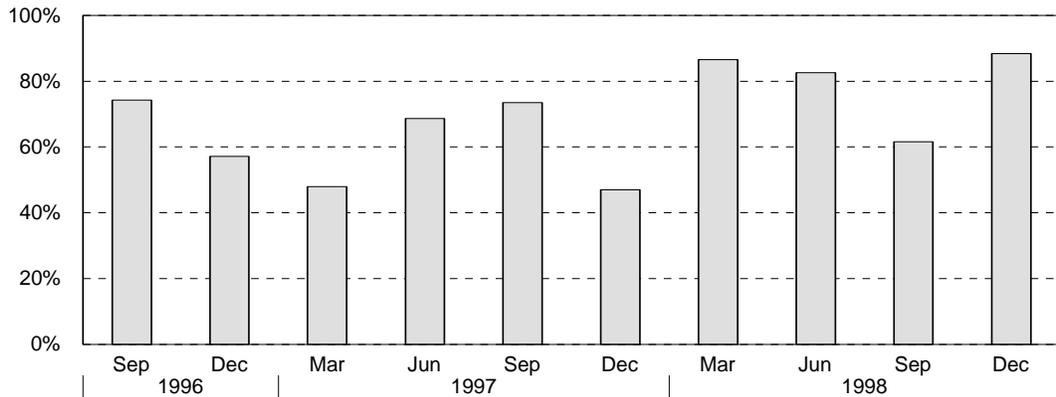
UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	20,171	89.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	20,171	96.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	585	74.9%	78.4%	70%
Interstate UI, full weeks - 35 Days	585	92.3%	92.4%	78%
All First Payments - 14/21 Days	27,526	89.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	27,526	97.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,370	57.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	10,046	41.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,370	80.4%	63.1%	none
Separation Issues within 21 Days	10,046	95.5%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,071	78.1%	67.9%	60%
Decisions within 45 Days of Filing	1,071	94.0%	85.4%	80%
Decisions within 90 Days of Filing	1,071	99.4%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	286	52.1%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	286	90.2%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	286	99.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,881	64.6%	69.8%	none
Wage Transfers Made within 14 Days	2,881	100.0%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	325,539	45.6%	61.4%	none
Payments Made within 14 Days	325,539	95.1%	92.5%	none
Payments Made within 21 Days	325,539	98.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	240	80.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	92.2	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	249,474	47.8%	50.9%	none
Nonfraud Overpayment Recovery Rate	522,032	78.2%	56.1%	none

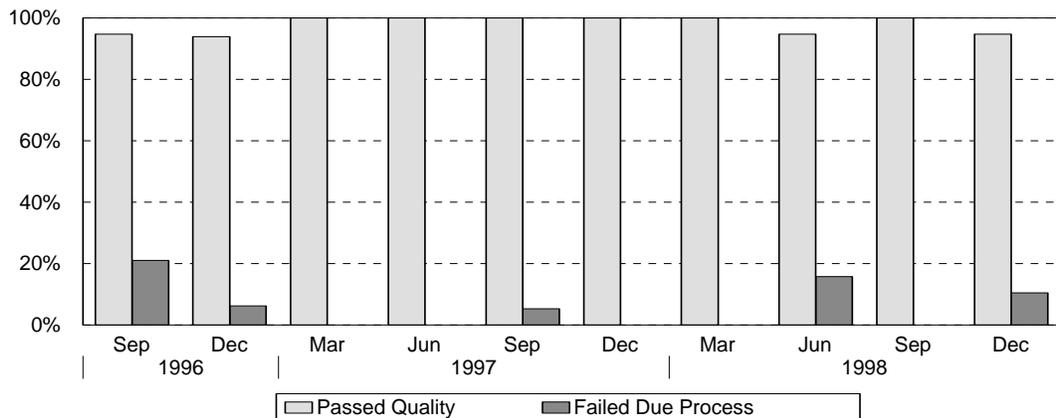
UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.44	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$53,106,870	\$18.8 B	none
Sample Size	360	26,353	none
Proper Payment Rate	83.2 +/- 4	91.5%	none
Overpayment Rate	16.8 +/- 4	8.5%	none
Underpayment Rate	1.3 +/- 0.7	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

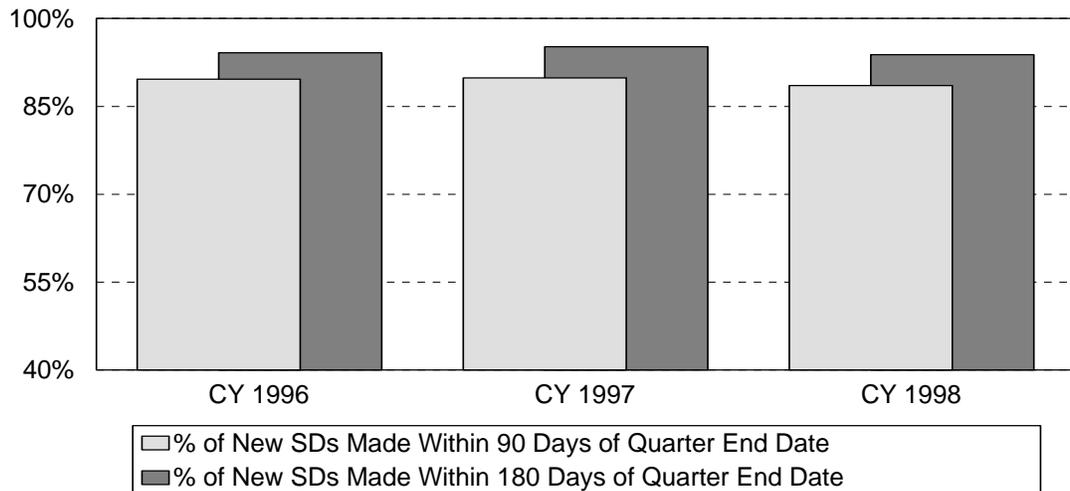
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.8%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	91.7%	67.0%
Percentage Made Within 180 Days	96.2%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	94.5%	87.4%
Percentage Secured	101.0%	92.5%
Percentage Resolved	102.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	98.8%	79.8%
Percentage Secured	101.8%	85.9%
Percentage Resolved	102.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.7%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.1%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.1%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	4.0%	5.0%
Percentage Of Contributory Employers Audited	2.3%	2.0%
Annualized Percentage Of Total Wages Audited	1.3%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998
NEBRASKA

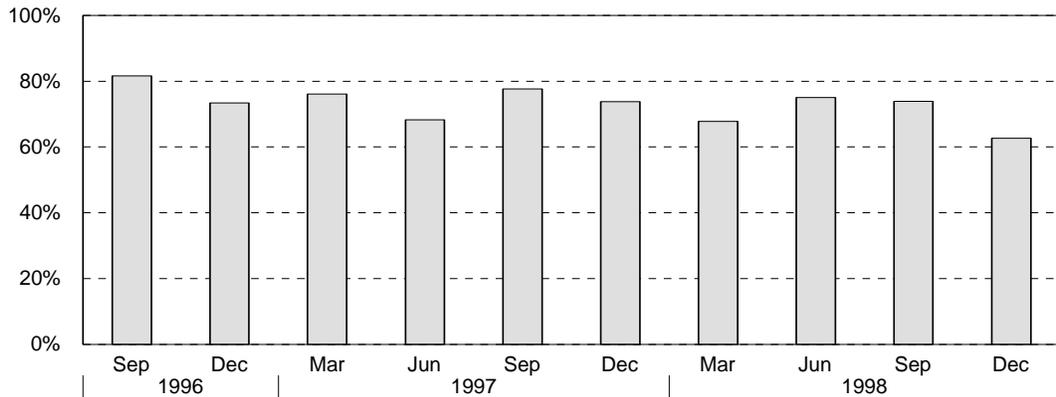
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	24,676	97.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	24,676	99.4%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,665	83.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,665	97.4%	92.4%	78%
All First Payments - 14/21 Days	27,661	96.3%	89.2%	90% (FY '02)
All First Payments - 35 Days	27,661	99.2%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,365	81.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	50,253	76.7%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,365	86.7%	63.1%	none
Separation Issues within 21 Days	50,253	97.5%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	2,196	98.4%	67.9%	60%
Decisions within 45 Days of Filing	2,196	99.6%	85.4%	80%
Decisions within 90 Days of Filing	2,196	99.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	+	+	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	+	+	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,793	100.0%	69.8%	none
Wage Transfers Made within 14 Days	4,793	100.0%	97.3%	none
Billing Made within 45 Days	154	100.0%	92.6%	none
Reimbursements Made within 45 Days	195	91.8%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	268,305	94.9%	61.4%	none
Payments Made within 14 Days	268,305	98.6%	92.5%	none
Payments Made within 21 Days	268,305	99.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	218	69.6%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	80	98.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	593,296	69.2%	50.9%	none
Nonfraud Overpayment Recovery Rate	657,456	94.8%	56.1%	none

UI PERFORMS ANNUAL REPORT CY 1998
NEBRASKA

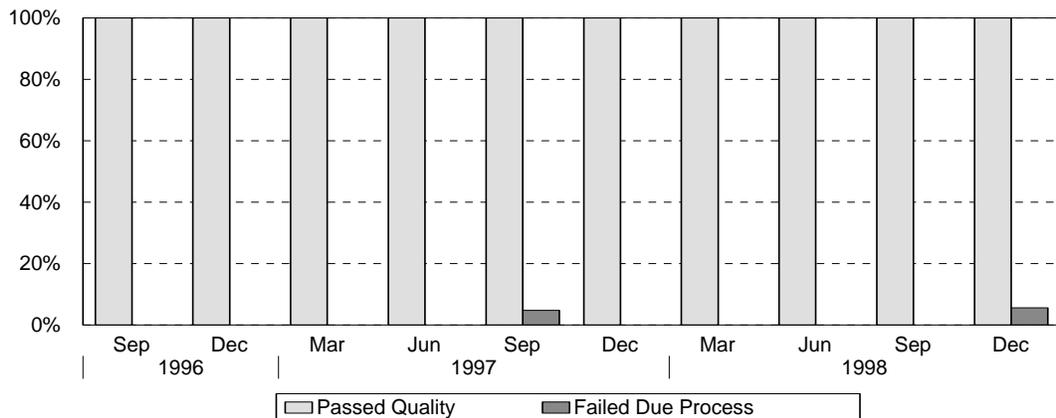
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.2	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.80	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$42,044,418	\$18.8 B	none
Sample Size	363	26,353	none
Proper Payment Rate	93 +/- 2.6	91.5%	none
Overpayment Rate	7 +/- 2.6	8.5%	none
Underpayment Rate	0.6 +/- 0.6	0.9%	none
Footnotes:	#1	--	--

+ Nebraska does not have higher authority appeals.

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



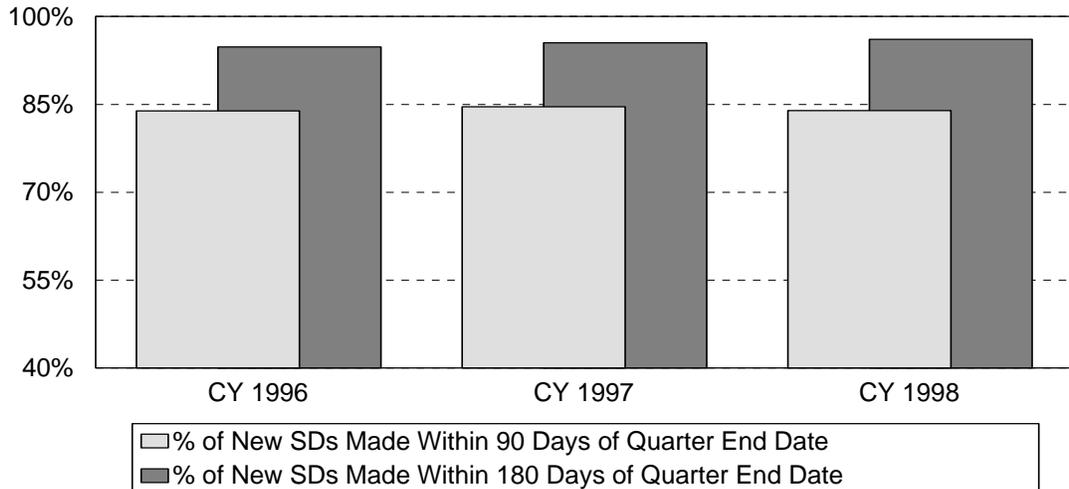
UI PERFORMS ANNUAL REPORT CY 1998
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	96.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	87.9%	67.0%
Percentage Made Within 180 Days	96.9%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.6%	87.4%
Percentage Secured	99.1%	92.5%
Percentage Resolved	100.9%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.5%	79.8%
Percentage Secured	98.9%	85.9%
Percentage Resolved	99.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.4%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.7%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
NEBRASKA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.9%	5.0%
Percentage Of Contributory Employers Audited	2.4%	2.0%
Annualized Percentage Of Total Wages Audited	1.0%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



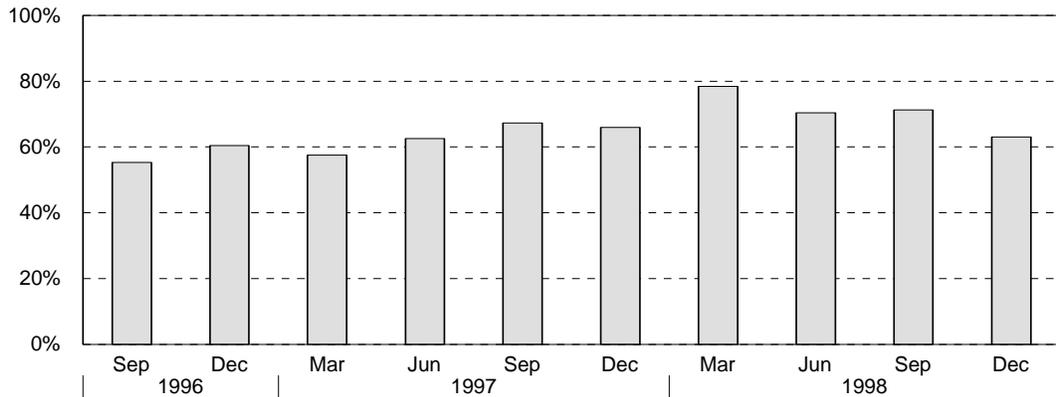
UI PERFORMS ANNUAL REPORT CY 1998
NEVADA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	47,390	90.7%	90.1%	87%
Intrastate UI, full weeks - 35 Days	47,390	96.6%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,040	71.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,040	90.1%	92.4%	78%
All First Payments - 14/21 Days	61,350	88.6%	89.2%	90% (FY '02)
All First Payments - 35 Days	61,350	96.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	17,233	43.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	42,821	79.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	17,233	89.5%	63.1%	none
Separation Issues within 21 Days	42,821	98.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	9,046	83.1%	67.9%	60%
Decisions within 45 Days of Filing	9,046	95.2%	85.4%	80%
Decisions within 90 Days of Filing	9,046	99.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,625	59.0%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,625	89.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,625	99.8%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	8,199	82.0%	69.8%	none
Wage Transfers Made within 14 Days	8,199	94.8%	97.3%	none
Billing Made within 45 Days	101	95.0%	92.6%	none
Reimbursements Made within 45 Days	150	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	842,731	45.7%	61.4%	none
Payments Made within 14 Days	842,731	87.6%	92.5%	none
Payments Made within 21 Days	842,731	95.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	235	70.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	76	98.7%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	948,506	41.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,436,108	44.3%	56.1%	none

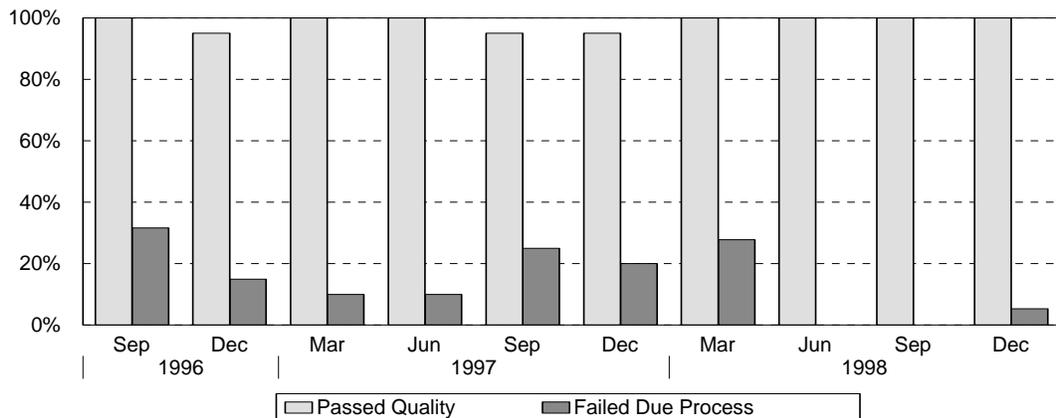
UI PERFORMS ANNUAL REPORT CY 1998
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.21	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$154,654,167	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	86.9 +/- 3.2	91.5%	none
Overpayment Rate	13.1 +/- 3.2	8.5%	none
Underpayment Rate	0.6 +/- 0.4	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
NEVADA

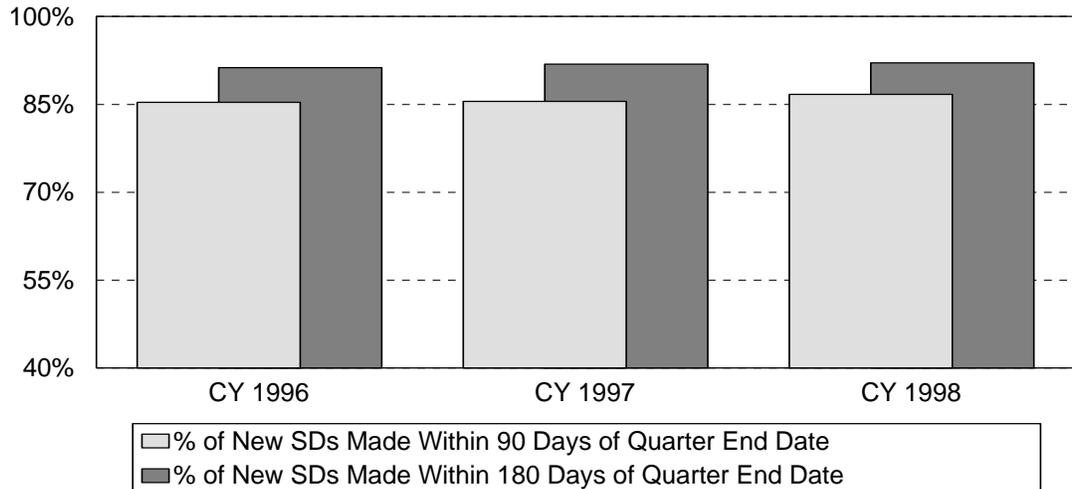
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	86.7%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	92.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	71.5%	67.0%
Percentage Made Within 180 Days	84.5%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.2%	87.4%
Percentage Secured	97.6%	92.5%
Percentage Resolved	100.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.4%	79.8%
Percentage Secured	97.7%	85.9%
Percentage Resolved	100.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	**	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	80.8%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	**	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
NEVADA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.2%	5.0%
Percentage Of Contributory Employers Audited	2.0%	2.0%
Annualized Percentage Of Total Wages Audited	1.9%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	**	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



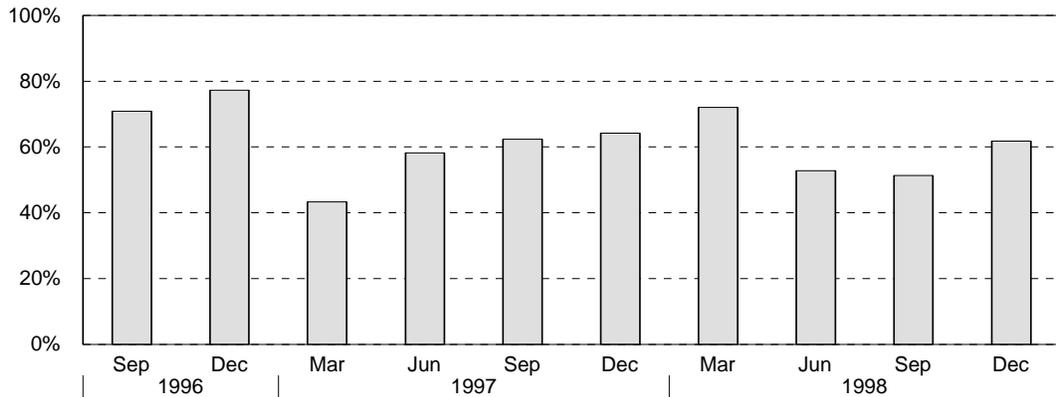
UI PERFORMS ANNUAL REPORT CY 1998
NEW HAMPSHIRE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	11,906	89.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	11,906	96.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	421	72.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	421	90.3%	92.4%	78%
All First Payments - 14/21 Days	15,602	87.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	15,602	96.2%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	15,234	47.1%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	7,929	58.5%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	15,234	78.8%	63.1%	none
Separation Issues within 21 Days	7,929	96.6%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,777	75.4%	67.9%	60%
Decisions within 45 Days of Filing	1,777	90.6%	85.4%	80%
Decisions within 90 Days of Filing	1,777	97.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	248	79.0%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	248	87.9%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	248	99.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,644	95.7%	69.8%	none
Wage Transfers Made within 14 Days	2,644	99.5%	97.3%	none
Billing Made within 45 Days	151	29.1%	92.6%	none
Reimbursements Made within 45 Days	210	61.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	134,727	37.3%	61.4%	none
Payments Made within 14 Days	134,727	82.7%	92.5%	none
Payments Made within 21 Days	134,727	93.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	213	59.7%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	77	94.9%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	238,725	42.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	341,631	71.4%	56.1%	none

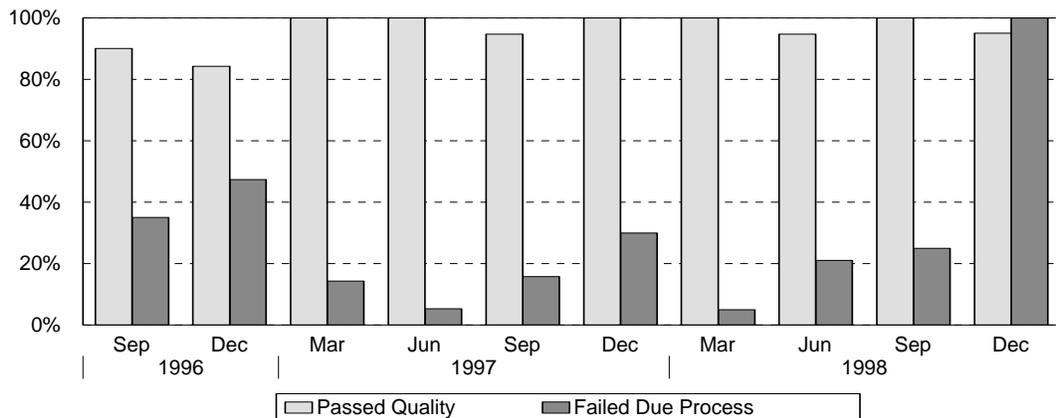
**UI PERFORMS ANNUAL REPORT CY 1998
NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.4	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.24	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$21,998,177	\$18.8 B	none
Sample Size	382	26,353	none
Proper Payment Rate	93.1 +/- 2.7	91.5%	none
Overpayment Rate	6.9 +/- 2.7	8.5%	none
Underpayment Rate	1.1 +/- 0.7	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



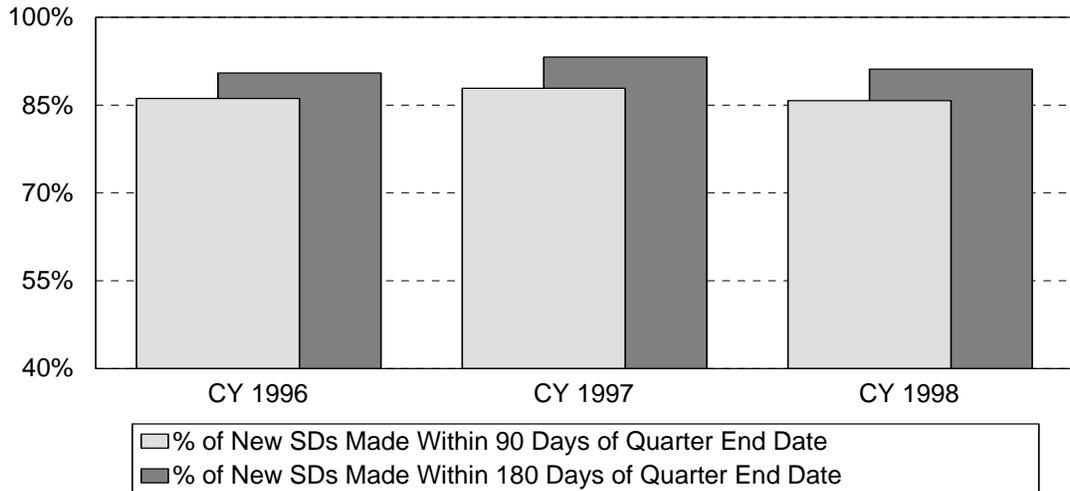
UI PERFORMS ANNUAL REPORT CY 1998
NEW HAMPSHIRE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	85.8%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	89.0%	67.0%
Percentage Made Within 180 Days	95.4%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.6%	87.4%
Percentage Secured	98.9%	92.5%
Percentage Resolved	99.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.2%	79.8%
Percentage Secured	99.3%	85.9%
Percentage Resolved	99.7%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
NEW HAMPSHIRE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	7.8%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	1.6%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



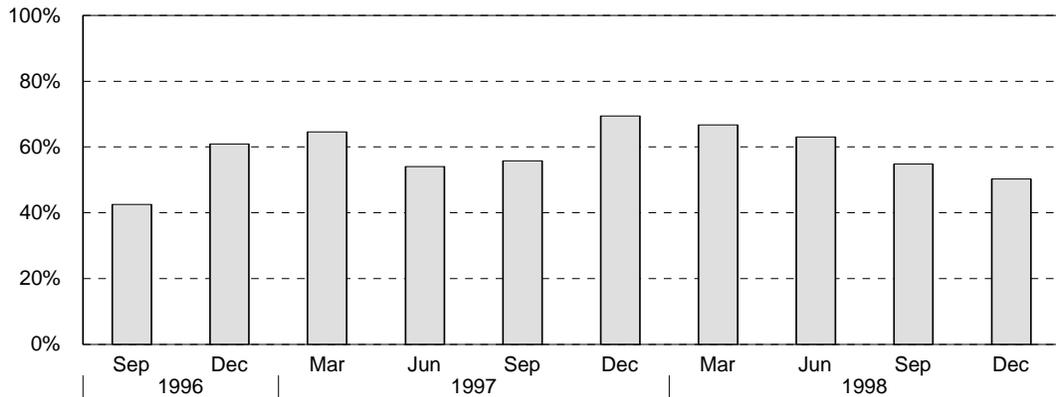
UI PERFORMS ANNUAL REPORT CY 1998
NEW JERSEY

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	235,904	93.0%	90.1%	87%
Intrastate UI, full weeks - 35 Days	235,904	98.3%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	10,082	76.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	10,082	91.8%	92.4%	78%
All First Payments - 14/21 Days	267,656	91.5%	89.2%	90% (FY '02)
All First Payments - 35 Days	267,656	98.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	92,282	66.2%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	85,445	80.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	92,282	79.3%	63.1%	none
Separation Issues within 21 Days	85,445	68.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	31,038	72.7%	67.9%	60%
Decisions within 45 Days of Filing	31,038	84.5%	85.4%	80%
Decisions within 90 Days of Filing	31,038	95.4%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	5,568	85.1%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	5,568	96.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	5,568	99.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,339	76.5%	69.8%	none
Wage Transfers Made within 14 Days	14,339	99.0%	97.3%	none
Billing Made within 45 Days	156	100.0%	92.6%	none
Reimbursements Made within 45 Days	145	97.2%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,914,767	47.5%	61.4%	none
Payments Made within 14 Days	3,914,767	93.6%	92.5%	none
Payments Made within 21 Days	3,914,767	97.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	360	58.7%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	72	70.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,785,283	56.6%	50.9%	none
Nonfraud Overpayment Recovery Rate	18,390,468	75.9%	56.1%	none

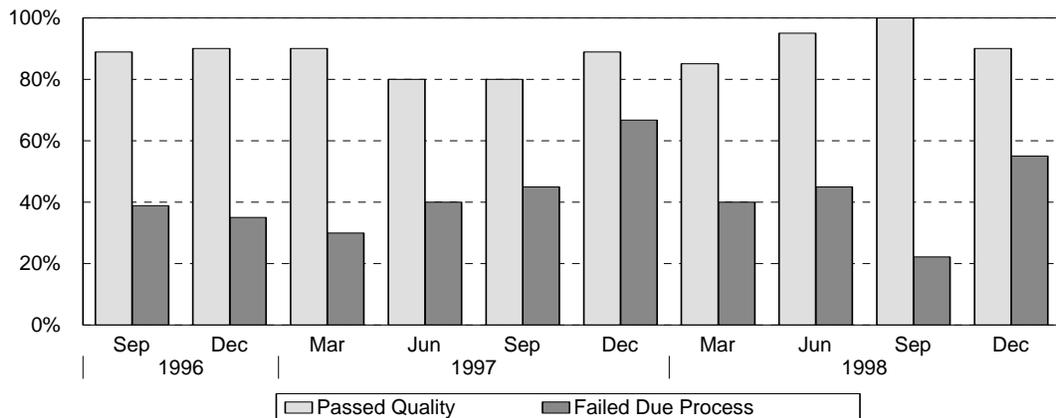
**UI PERFORMS ANNUAL REPORT CY 1998
NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.7	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.05	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,043,505,060	\$18.8 B	none
Sample Size	471	26,353	none
Proper Payment Rate	94 +/- 1.9	91.5%	none
Overpayment Rate	6 +/- 1.9	8.5%	none
Underpayment Rate	1.2 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
NEW JERSEY

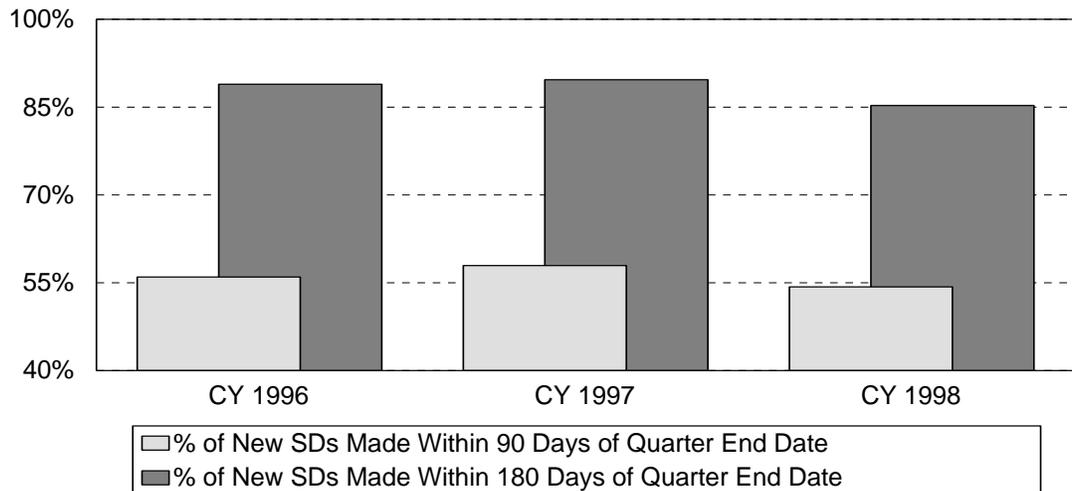
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	54.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	85.3%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	66.6%	67.0%
Percentage Made Within 180 Days	77.0%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	65.9%	87.4%
Percentage Secured	69.7%	92.5%
Percentage Resolved	71.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	40.4%	79.8%
Percentage Secured	42.3%	85.9%
Percentage Resolved	44.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	0.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	0.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
NEW JERSEY**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.8%	5.0%
Percentage Of Contributory Employers Audited	2.4%	2.0%
Annualized Percentage Of Total Wages Audited	2.1%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	**	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



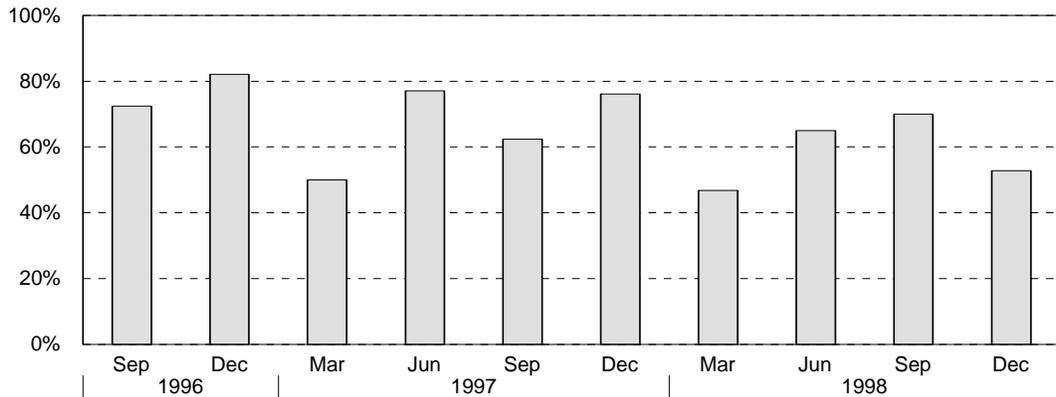
UI PERFORMS ANNUAL REPORT CY 1998
NEW MEXICO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	29,844	86.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	29,844	95.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,341	77.1%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,341	94.0%	92.4%	78%
All First Payments - 14/21 Days	33,001	86.3%	89.2%	90% (FY '02)
All First Payments - 35 Days	33,001	95.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	9,544	31.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	14,184	53.5%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	9,543	36.1%	63.1%	none
Separation Issues within 21 Days	14,184	71.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	6,412	83.2%	67.9%	60%
Decisions within 45 Days of Filing	6,412	92.6%	85.4%	80%
Decisions within 90 Days of Filing	6,412	98.6%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	960	87.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	960	98.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	960	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,784	93.2%	69.8%	none
Wage Transfers Made within 14 Days	4,784	100.0%	97.3%	none
Billing Made within 45 Days	182	100.0%	92.6%	none
Reimbursements Made within 45 Days	187	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	509,790	44.8%	61.4%	none
Payments Made within 14 Days	509,790	91.1%	92.5%	none
Payments Made within 21 Days	509,790	95.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	210	58.7%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	73	85.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	827,712	77.8%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,021,734	55.9%	56.1%	none

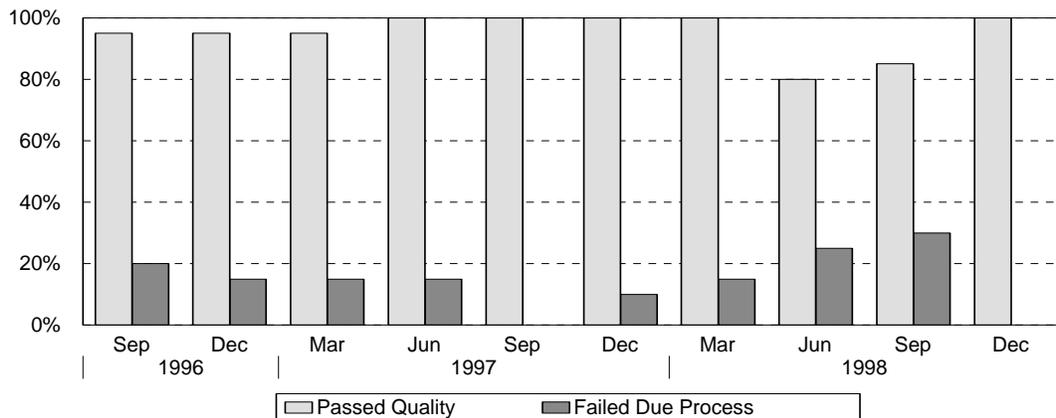
UI PERFORMS ANNUAL REPORT CY 1998
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.9	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	-0.44	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$78,495,179	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	94.1 +/- 2.3	91.5%	none
Overpayment Rate	5.9 +/- 2.3	8.5%	none
Underpayment Rate	0.1 +/- 0.1	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
NEW MEXICO

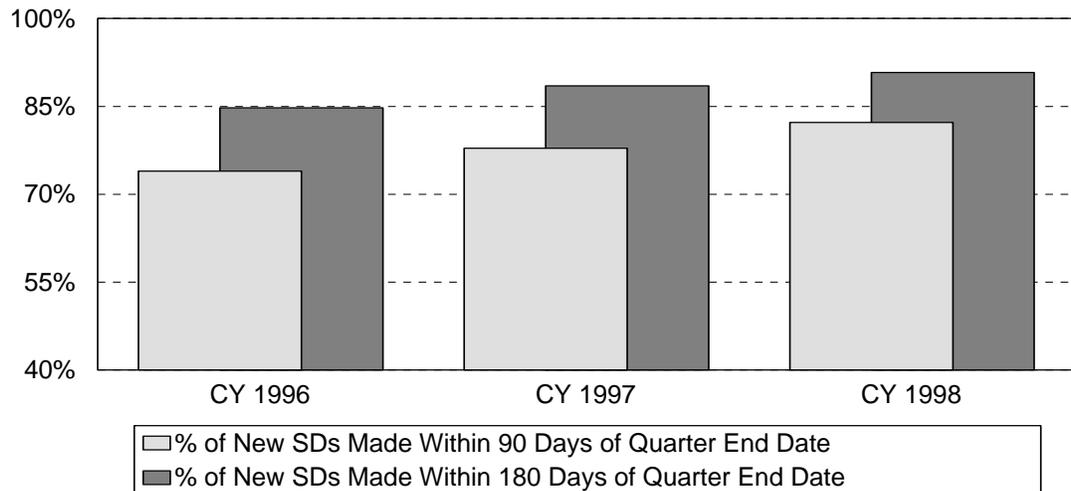
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	82.3%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.8%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	75.9%	67.0%
Percentage Made Within 180 Days	87.3%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.1%	87.4%
Percentage Secured	92.4%	92.5%
Percentage Resolved	94.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.9%	79.8%
Percentage Secured	98.3%	85.9%
Percentage Resolved	99.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.2%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.1%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.7%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.4%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
NEW MEXICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.6%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.4%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	F	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	F	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



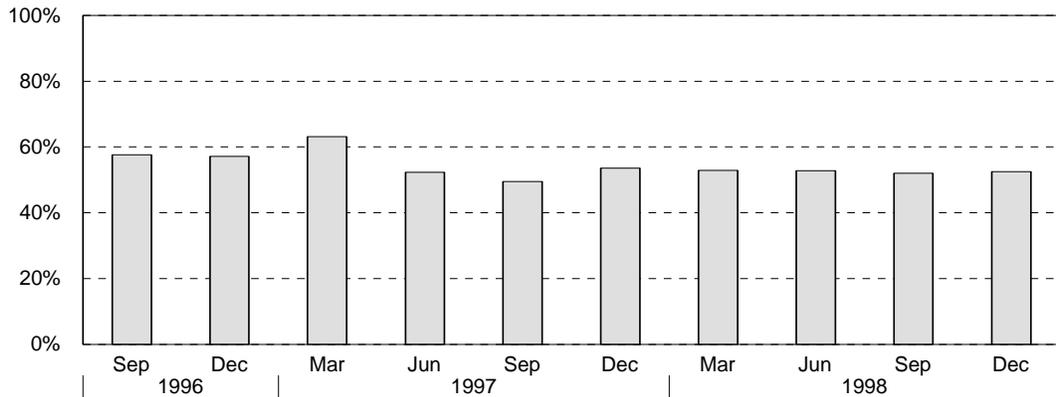
UI PERFORMS ANNUAL REPORT CY 1998
NEW YORK

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	386,577	85.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	386,577	95.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	10,379	73.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	10,379	89.5%	92.4%	78%
All First Payments - 14/21 Days	476,942	84.8%	89.2%	90% (FY '02)
All First Payments - 35 Days	476,942	95.4%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	184,134	54.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	116,521	51.9%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	184,134	64.7%	63.1%	none
Separation Issues within 21 Days	116,521	90.6%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	42,813	79.0%	67.9%	60%
Decisions within 45 Days of Filing	42,813	89.0%	85.4%	80%
Decisions within 90 Days of Filing	42,813	97.1%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	7,492	54.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	7,492	85.2%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	7,492	93.4%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,820	0.2%	69.8%	none
Wage Transfers Made within 14 Days	10,820	96.3%	97.3%	none
Billing Made within 45 Days	208	100.0%	92.6%	none
Reimbursements Made within 45 Days	201	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	7,437,990	85.8%	61.4%	none
Payments Made within 14 Days	7,437,990	92.9%	92.5%	none
Payments Made within 21 Days	7,437,990	95.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	329	52.6%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	141	87.7%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	27,408,878	53.9%	50.9%	none
Nonfraud Overpayment Recovery Rate	13,943,377	64.0%	56.1%	none

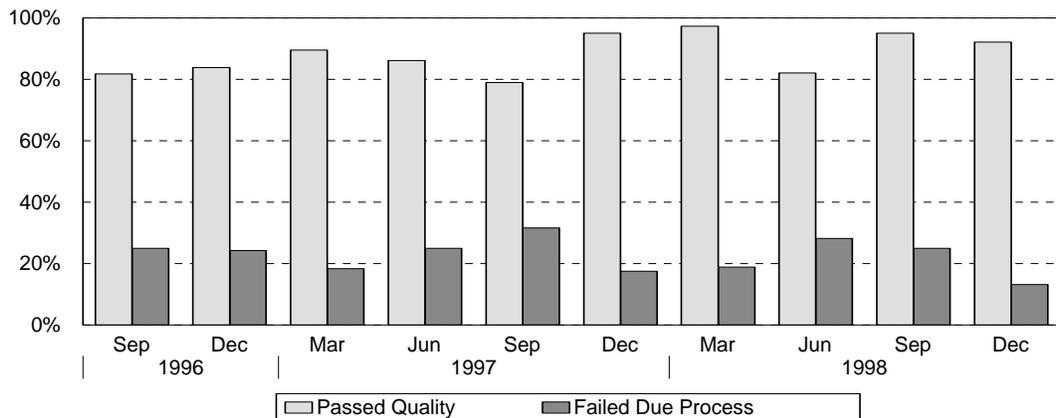
**UI PERFORMS ANNUAL REPORT CY 1998
NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.06	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,592,763,127	\$18.8 B	none
Sample Size	492	26,353	none
Proper Payment Rate	95.4 +/- 2	91.5%	none
Overpayment Rate	4.6 +/- 2	8.5%	none
Underpayment Rate	2 +/- 0.6	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



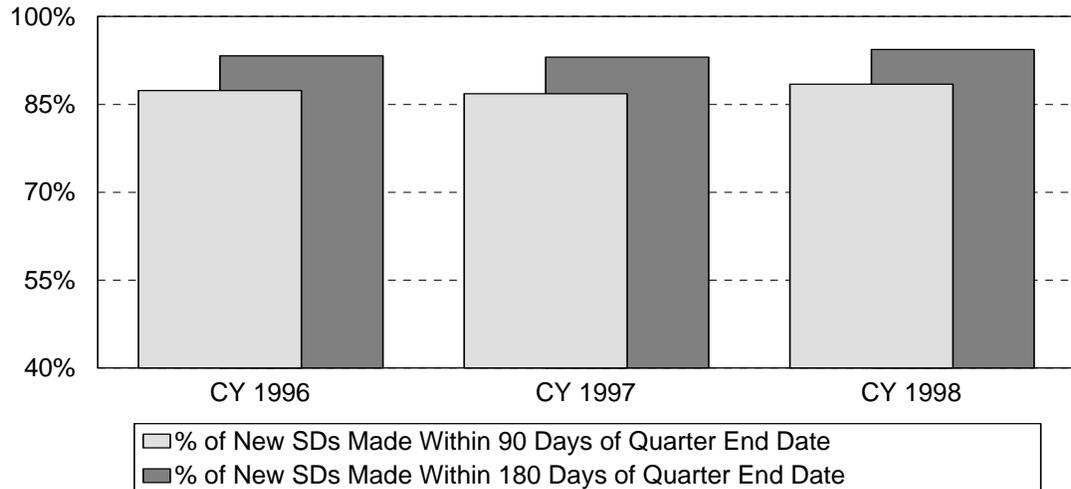
UI PERFORMS ANNUAL REPORT CY 1998
NEW YORK

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.5%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	94.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	76.7%	67.0%
Percentage Made Within 180 Days	88.9%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.5%	87.4%
Percentage Secured	97.4%	92.5%
Percentage Resolved	99.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	68.9%	79.8%
Percentage Secured	79.4%	85.9%
Percentage Resolved	81.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	81.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	19.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.2%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
NEW YORK**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	6.7%	5.0%
Percentage Of Contributory Employers Audited	2.5%	2.0%
Annualized Percentage Of Total Wages Audited	4.6%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



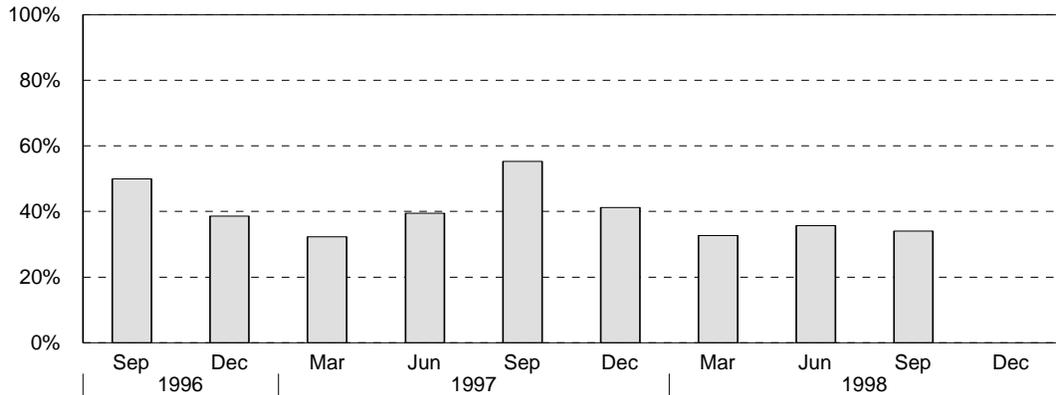
UI PERFORMS ANNUAL REPORT CY 1998
NORTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	148,573	89.0%	90.1%	87%
Intrastate UI, full weeks - 35 Days	148,573	96.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,856	72.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,856	89.5%	92.4%	78%
All First Payments - 14/21 Days	224,726	87.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	224,726	96.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	80,019	57.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	94,282	35.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	80,019	69.1%	63.1%	none
Separation Issues within 21 Days	94,282	99.1%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	26,981	73.9%	67.9%	60%
Decisions within 45 Days of Filing	26,981	90.0%	85.4%	80%
Decisions within 90 Days of Filing	26,981	98.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	4,966	87.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	4,966	96.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	4,966	99.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	12,519	93.2%	69.8%	none
Wage Transfers Made within 14 Days	12,519	98.1%	97.3%	none
Billing Made within 45 Days	207	100.0%	92.6%	none
Reimbursements Made within 45 Days	198	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,887,890	89.3%	61.4%	none
Payments Made within 14 Days	1,887,890	96.3%	92.5%	none
Payments Made within 21 Days	1,887,890	97.9%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	280	34.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	79	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,091,502	60.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	5,844,124	64.6%	56.1%	none

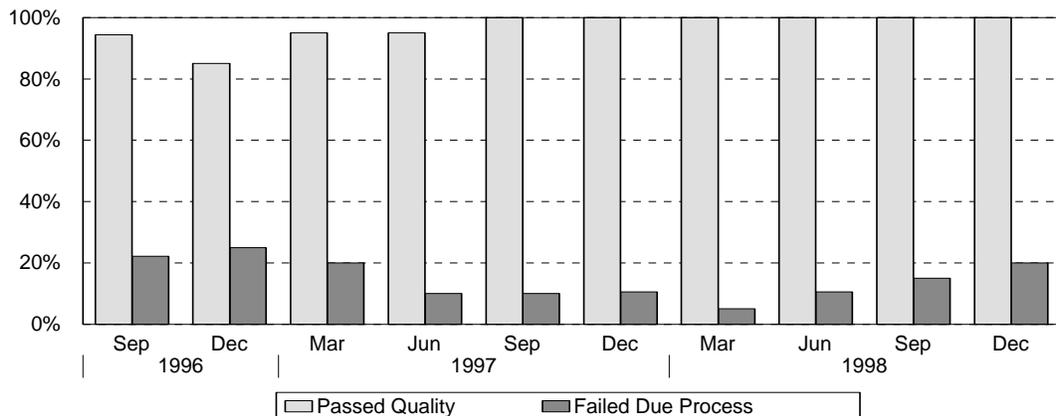
UI PERFORMS ANNUAL REPORT CY 1998
NORTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.67	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$391,673,341	\$18.8 B	none
Sample Size	768	26,353	none
Proper Payment Rate	90.2 +/- 2.2	91.5%	none
Overpayment Rate	9.8 +/- 2.2	8.5%	none
Underpayment Rate	0.7 +/- 0.3	0.9%	none
Footnotes:	none	--	--1.1

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



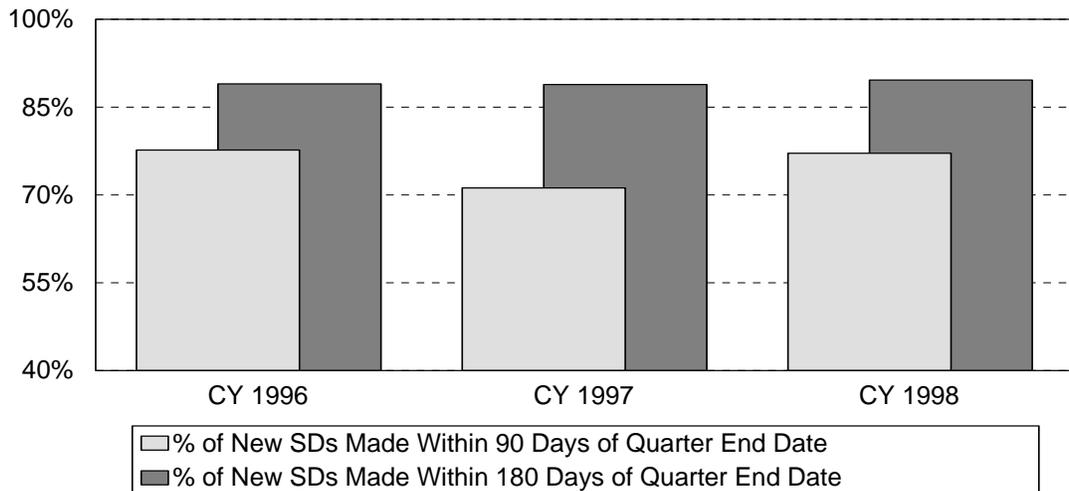
UI PERFORMS ANNUAL REPORT CY 1998
NORTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	77.1%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.7%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	63.7%	67.0%
Percentage Made Within 180 Days	80.8%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.5%	87.4%
Percentage Secured	98.0%	92.5%
Percentage Resolved	102.5%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	94.7%	79.8%
Percentage Secured	98.9%	85.9%
Percentage Resolved	99.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
NORTH CAROLINA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	3.8%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.5%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



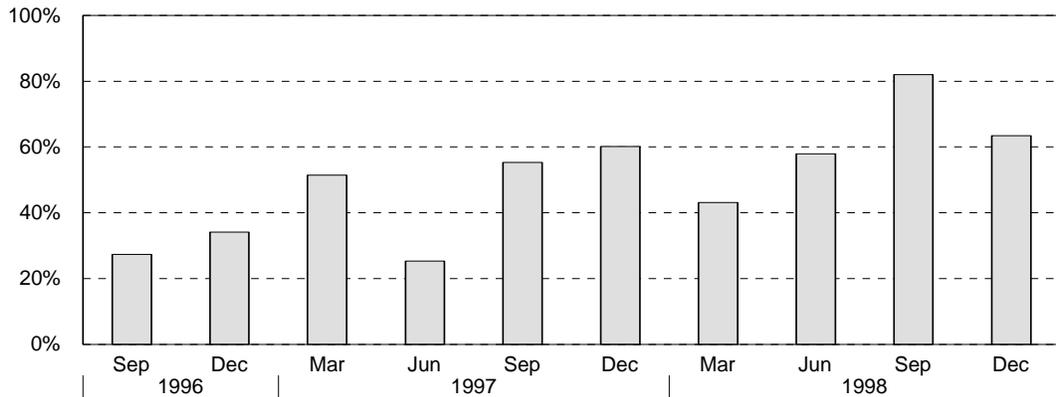
UI PERFORMS ANNUAL REPORT CY 1998
NORTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	10,922	97.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	10,922	99.6%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	628	84.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	628	96.5%	92.4%	78%
All First Payments - 14/21 Days	12,572	96.5%	89.2%	90% (FY '02)
All First Payments - 35 Days	12,572	99.4%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	6,678	87.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	5,303	45.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	6,678	87.4%	63.1%	none
Separation Issues within 21 Days	5,303	93.7%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,384	87.8%	67.9%	60%
Decisions within 45 Days of Filing	1,384	96.0%	85.4%	80%
Decisions within 90 Days of Filing	1,384	99.3%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	296	96.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	296	99.3%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	296	99.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	4,111	98.4%	69.8%	none
Wage Transfers Made within 14 Days	4,111	100.0%	97.3%	none
Billing Made within 45 Days	152	100.0%	92.6%	none
Reimbursements Made within 45 Days	176	98.9%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	156,266	79.9%	61.4%	none
Payments Made within 14 Days	156,266	95.7%	92.5%	none
Payments Made within 21 Days	156,266	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	233	61.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	88.6%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	103,424	42.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	523,180	86.1%	56.1%	none

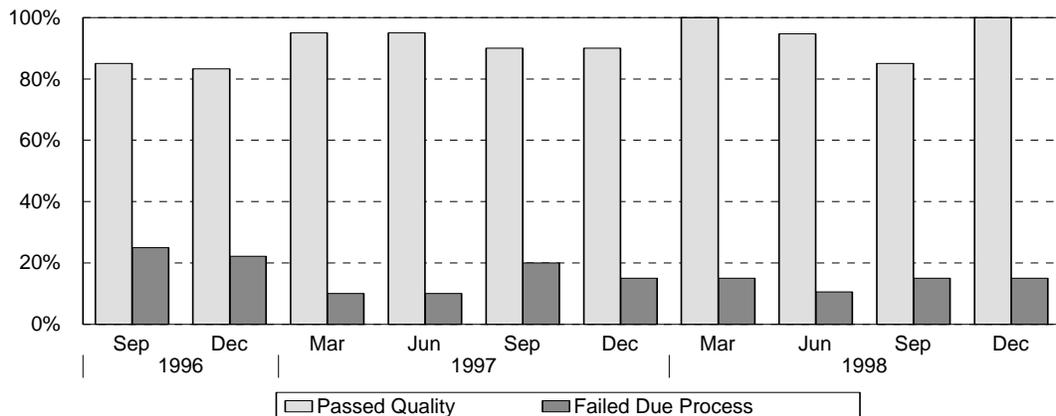
UI PERFORMS ANNUAL REPORT CY 1998
NORTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.66	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$27,951,262	\$18.8 B	none
Sample Size	364	26,353	none
Proper Payment Rate	97.7 +/- 1.6	91.5%	none
Overpayment Rate	2.3 +/- 1.6	8.5%	none
Underpayment Rate	0.2 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



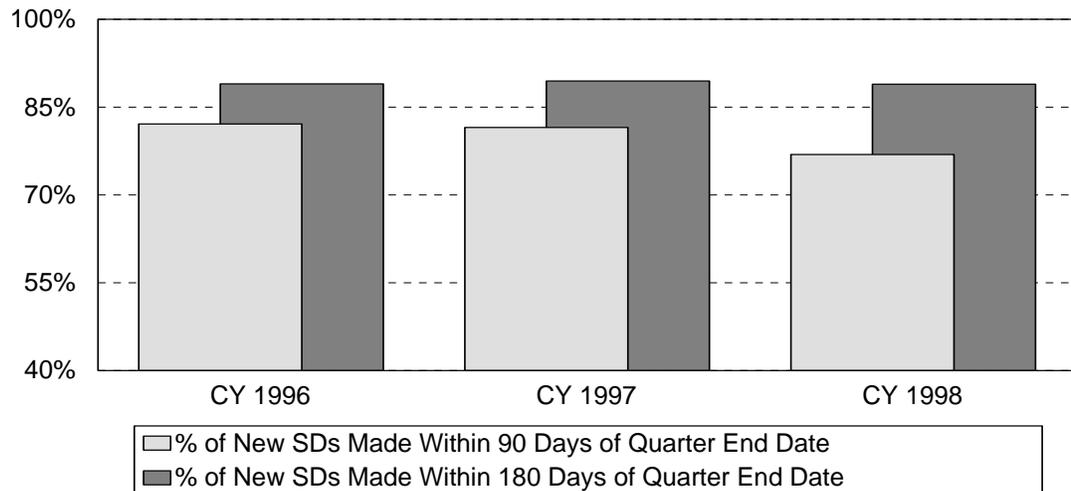
UI PERFORMS ANNUAL REPORT CY 1998
NORTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	76.9%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	85.3%	67.0%
Percentage Made Within 180 Days	95.6%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	98.3%	87.4%
Percentage Secured	104.3%	92.5%
Percentage Resolved	105.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.5%	79.8%
Percentage Secured	100.8%	85.9%
Percentage Resolved	100.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	97.1%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.1%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
NORTH DAKOTA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.7%	5.0%
Percentage Of Contributory Employers Audited	2.8%	2.0%
Annualized Percentage Of Total Wages Audited	2.7%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	F	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998

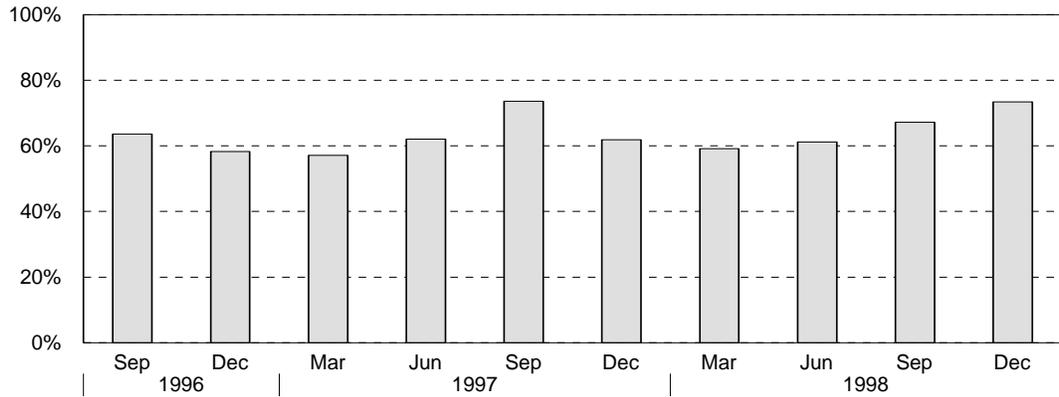
OHIO

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	220,042	86.3%	90.1%	87%
Intrastate UI, full weeks - 35 Days	220,042	93.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,569	80.0%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,569	94.5%	92.4%	78%
All First Payments - 14/21 Days	246,435	86.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	246,435	93.8%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	110,138	54.9%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	79,805	42.4%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	110,138	68.9%	63.1%	none
Separation Issues within 21 Days	79,805	96.9%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	12,757	54.0%	67.9%	60%
Decisions within 45 Days of Filing	12,757	67.1%	85.4%	80%
Decisions within 90 Days of Filing	12,757	88.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,058	79.4%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,058	88.1%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,058	95.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,141	0.0%	69.8%	none
Wage Transfers Made within 14 Days	14,141	99.7%	97.3%	none
Billing Made within 45 Days	205	100.0%	92.6%	none
Reimbursements Made within 45 Days	192	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,774,053	45.5%	61.4%	none
Payments Made within 14 Days	2,774,053	92.3%	92.5%	none
Payments Made within 21 Days	2,774,053	96.5%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	367	64.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	87.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	7,649,983	44.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	13,070,985	58.3%	56.1%	none

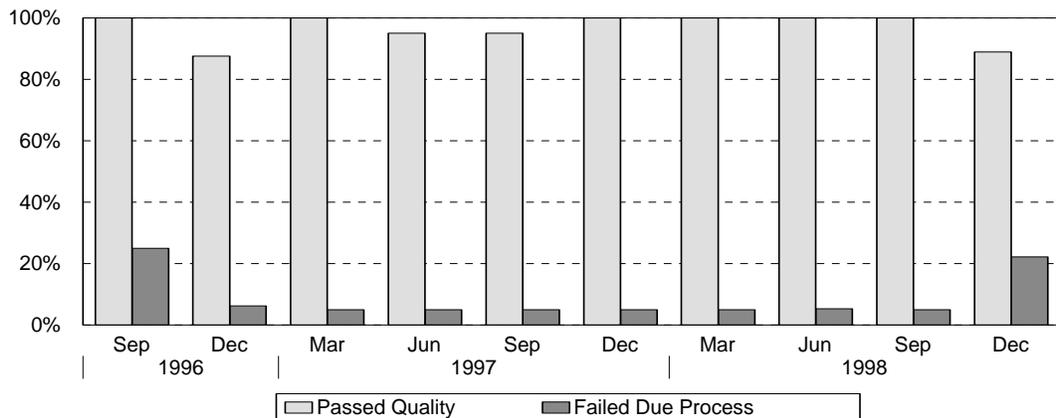
UI PERFORMS ANNUAL REPORT CY 1998
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.34	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	637,280,212	\$18.8 B	none
Sample Size	485	26,353	none
Proper Payment Rate	82.5 +/- 3.5	91.5%	none
Overpayment Rate	17.5 +/- 3.5	8.5%	none
Underpayment Rate	1 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

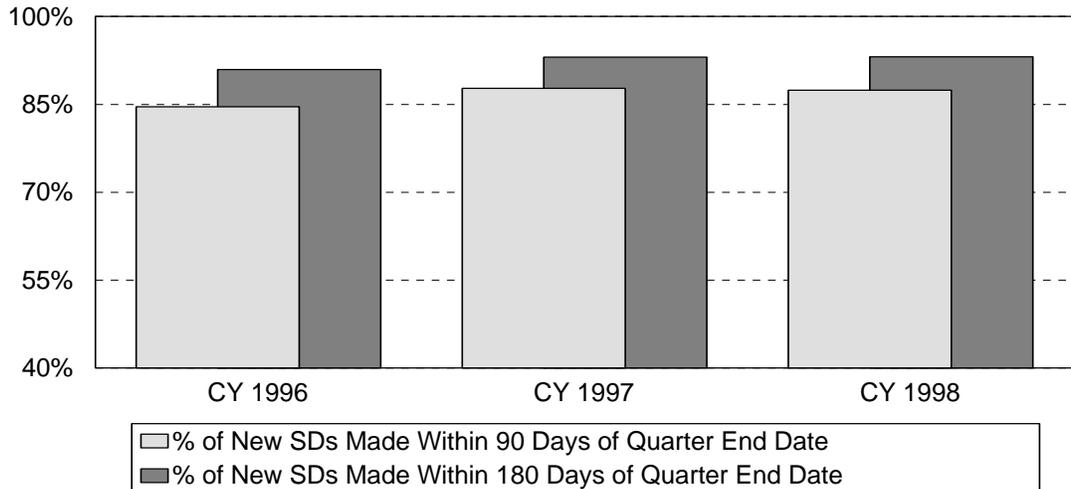
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	87.4%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	58.2%	67.0%
Percentage Made Within 180 Days	75.1%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.8%	87.4%
Percentage Secured	96.8%	92.5%
Percentage Resolved	98.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	90.2%	79.8%
Percentage Secured	92.9%	85.9%
Percentage Resolved	93.8%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.6%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.2%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.2%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	102.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	102.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	13.6%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
OHIO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	2.1%	5.0%
Percentage Of Contributory Employers Audited	3.5%	2.0%
Annualized Percentage Of Total Wages Audited	1.8%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



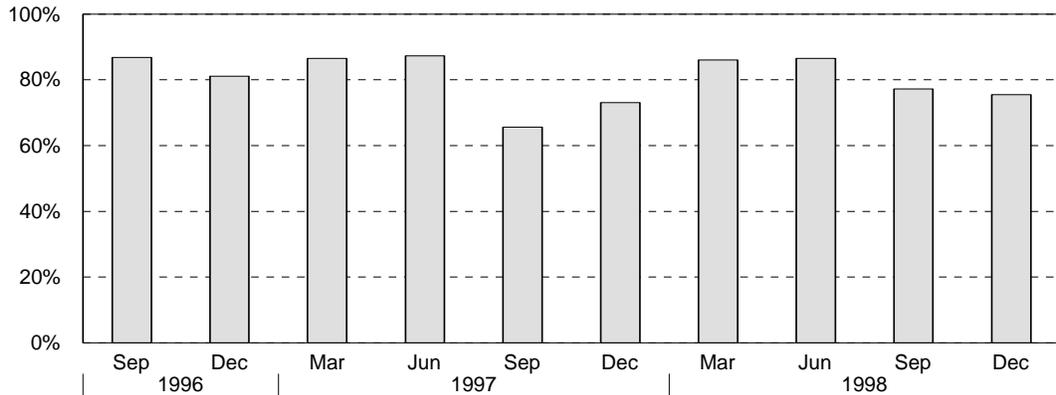
UI PERFORMS ANNUAL REPORT CY 1998
OKLAHOMA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	37,753	93.8%	90.1%	87%
Intrastate UI, full weeks - 35 Days	37,753	98.0%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	986	76.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	986	92.0%	92.4%	78%
All First Payments - 14/21 Days	43,433	92.8%	89.2%	90% (FY '02)
All First Payments - 35 Days	43,433	97.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	18,881	86.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	29,009	86.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	18,881	89.3%	63.1%	none
Separation Issues within 21 Days	29,009	98.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	6,831	95.8%	67.9%	60%
Decisions within 45 Days of Filing	6,831	99.1%	85.4%	80%
Decisions within 90 Days of Filing	6,831	99.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,371	90.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,371	97.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,371	99.3%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	5,068	96.3%	69.8%	none
Wage Transfers Made within 14 Days	5,068	100.0%	97.3%	none
Billing Made within 45 Days	198	100.0%	92.6%	none
Reimbursements Made within 45 Days	182	96.7%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	507,555	94.4%	61.4%	none
Payments Made within 14 Days	507,555	98.1%	92.5%	none
Payments Made within 21 Days	507,555	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	226	81.0%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	80	91.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	654,958	81.6%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,955,556	28.2%	56.1%	none

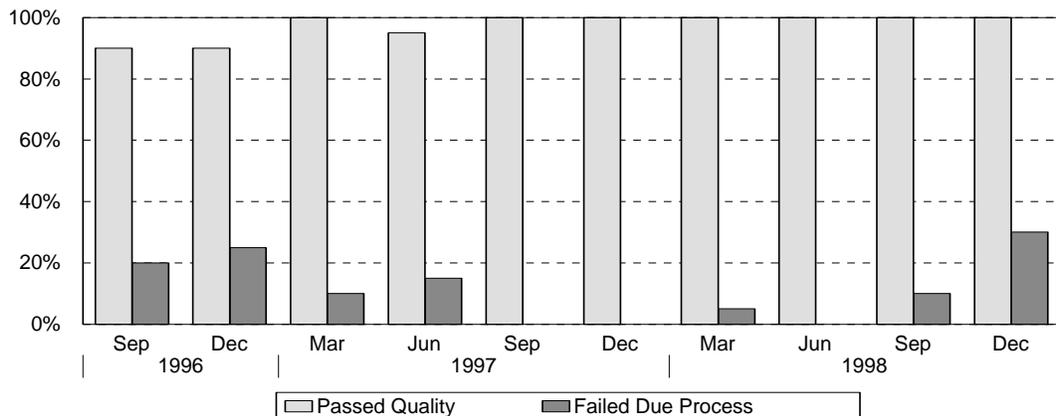
UI PERFORMS ANNUAL REPORT CY 1998
OKLAHOMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.5	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.02	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$94,784,979	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	96.2 +/- 1.7	91.5%	none
Overpayment Rate	3.8 +/- 1.7	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



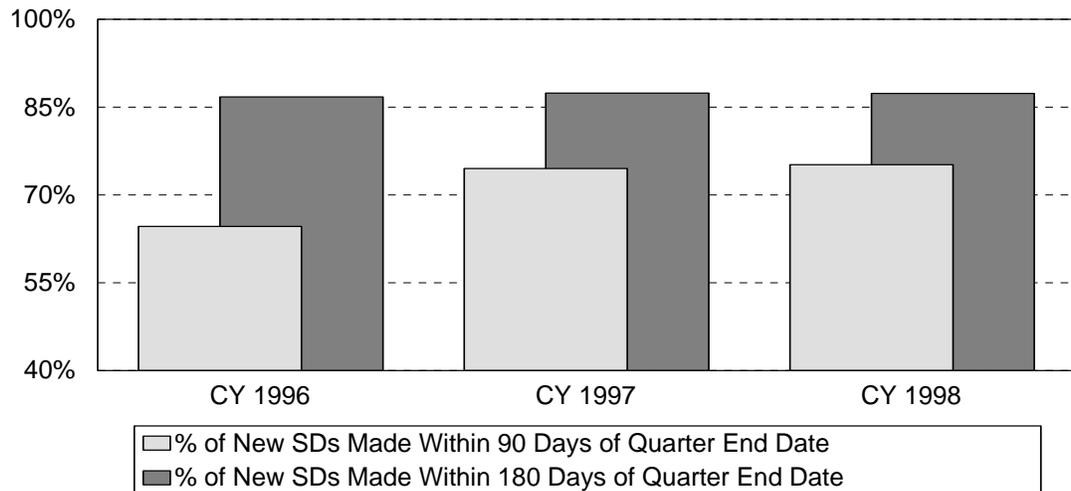
UI PERFORMS ANNUAL REPORT CY 1998
OKLAHOMA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	75.2%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.3%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	62.6%	67.0%
Percentage Made Within 180 Days	84.6%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	90.0%	87.4%
Percentage Secured	98.5%	92.5%
Percentage Resolved	103.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.7%	79.8%
Percentage Secured	99.4%	85.9%
Percentage Resolved	101.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	85.5%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	5.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.0%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	86.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.5%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
OKLAHOMA**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	1.8%	5.0%
Percentage Of Contributory Employers Audited	2.0%	2.0%
Annualized Percentage Of Total Wages Audited	1.4%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



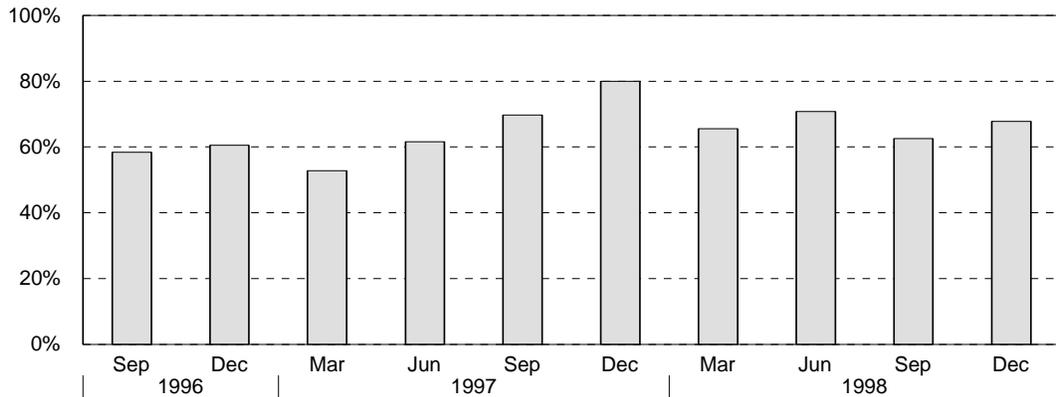
UI PERFORMS ANNUAL REPORT CY 1998
OREGON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	111,716	94.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	111,716	98.4%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	6,069	88.9%	78.4%	70%
Interstate UI, full weeks - 35 Days	6,069	96.6%	92.4%	78%
All First Payments - 14/21 Days	139,207	94.5%	89.2%	90% (FY '02)
All First Payments - 35 Days	139,207	98.3%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	70,202	72.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	74,118	85.5%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	70,202	75.1%	63.1%	none
Separation Issues within 21 Days	74,118	69.9%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	15,462	72.4%	67.9%	60%
Decisions within 45 Days of Filing	15,462	85.6%	85.4%	80%
Decisions within 90 Days of Filing	15,462	96.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,497	90.5%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,497	95.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,497	99.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,451	100.0%	69.8%	none
Wage Transfers Made within 14 Days	16,451	100.0%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,834,381	95.6%	61.4%	none
Payments Made within 14 Days	1,834,381	98.3%	92.5%	none
Payments Made within 21 Days	1,834,381	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	376	66.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	95.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	5,923,579	58.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	4,076,019	37.2%	56.1%	none

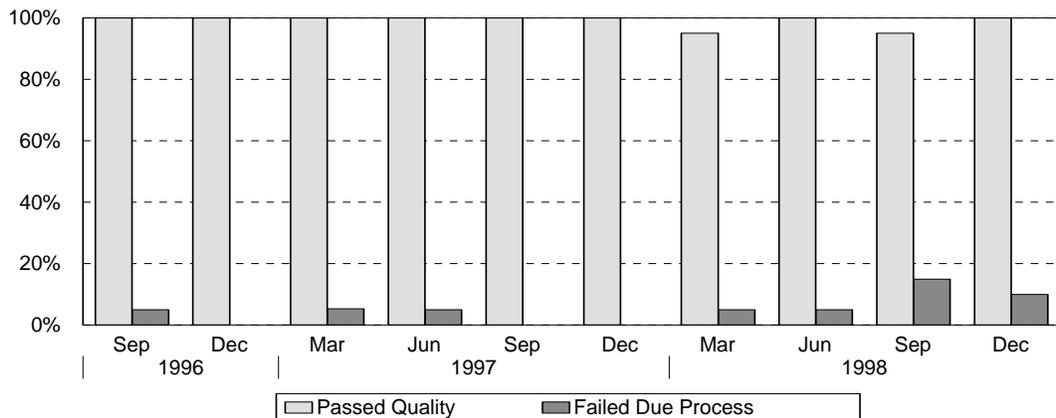
UI PERFORMS ANNUAL REPORT CY 1998
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	4.16	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$386,119,791	\$18.8 B	none
Sample Size	504	26,353	none
Proper Payment Rate	92.9 +/- 2.1	91.5%	none
Overpayment Rate	7.1 +/- 2.1	8.5%	none
Underpayment Rate	0.8 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



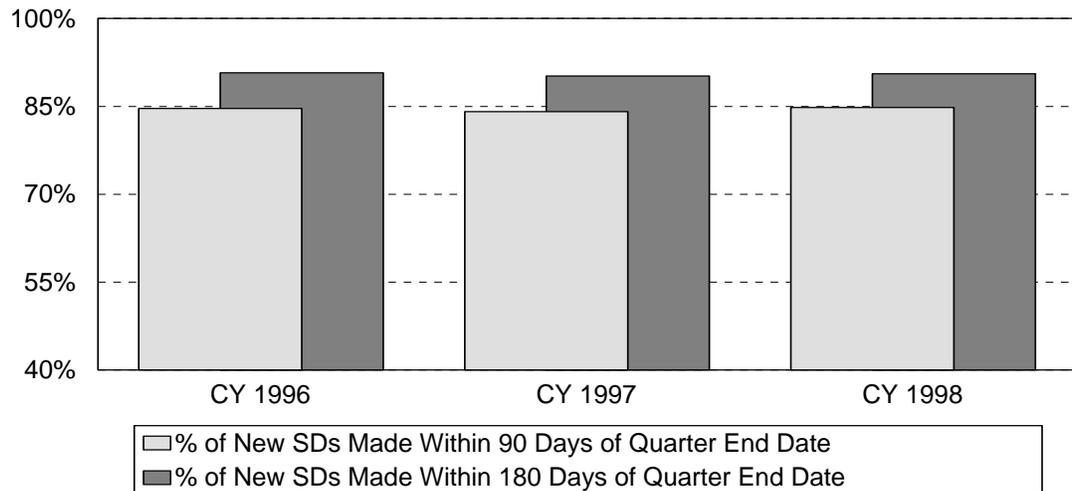
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OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	84.8%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	90.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	87.6%	67.0%
Percentage Made Within 180 Days	93.4%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.4%	87.4%
Percentage Secured	94.9%	92.5%
Percentage Resolved	102.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	88.6%	79.8%
Percentage Secured	92.2%	85.9%
Percentage Resolved	95.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	91.5%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	8.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
OREGON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	3.1%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.8%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



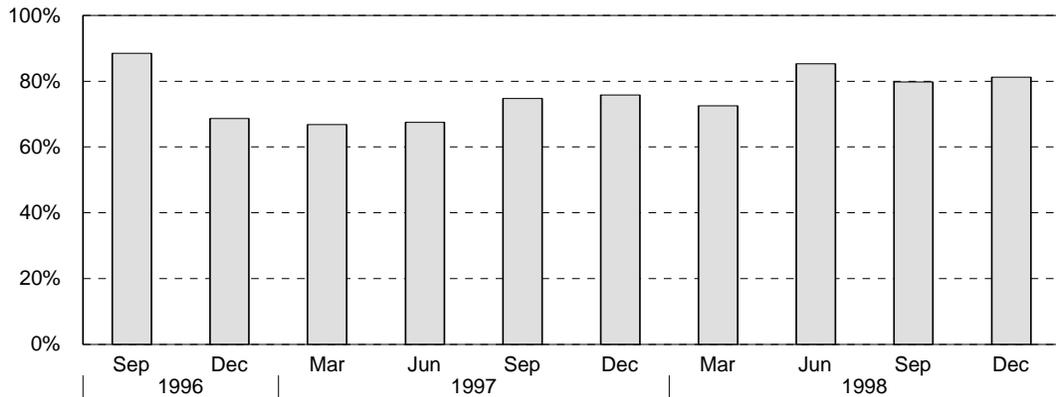
UI PERFORMS ANNUAL REPORT CY 1998
PENNSYLVANIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	341,735	92.6%	90.1%	87%
Intrastate UI, full weeks - 35 Days	341,735	98.0%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	8,751	84.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	8,751	94.3%	92.4%	78%
All First Payments - 14/21 Days	424,189	90.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	424,189	98.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	410,039	49.7%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	142,148	74.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	402,285	51.9%	63.1%	none
Separation Issues within 21 Days	142,148	94.1%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	45,236	81.0%	67.9%	60%
Decisions within 45 Days of Filing	45,236	92.3%	85.4%	80%
Decisions within 90 Days of Filing	45,236	98.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	8,195	72.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	8,195	91.5%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	8,195	98.9%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,700	77.5%	69.8%	none
Wage Transfers Made within 14 Days	13,700	93.0%	97.3%	none
Billing Made within 45 Days	199	93.5%	92.6%	none
Reimbursements Made within 45 Days	199	99.5%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	6,202,138	47.3%	61.4%	none
Payments Made within 14 Days	6,202,138	96.2%	92.5%	none
Payments Made within 21 Days	6,202,138	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	383	79.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	156	96.9%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	13,183,219	30.2%	50.9%	none
Nonfraud Overpayment Recovery Rate	18,515,624	48.0%	56.1%	none

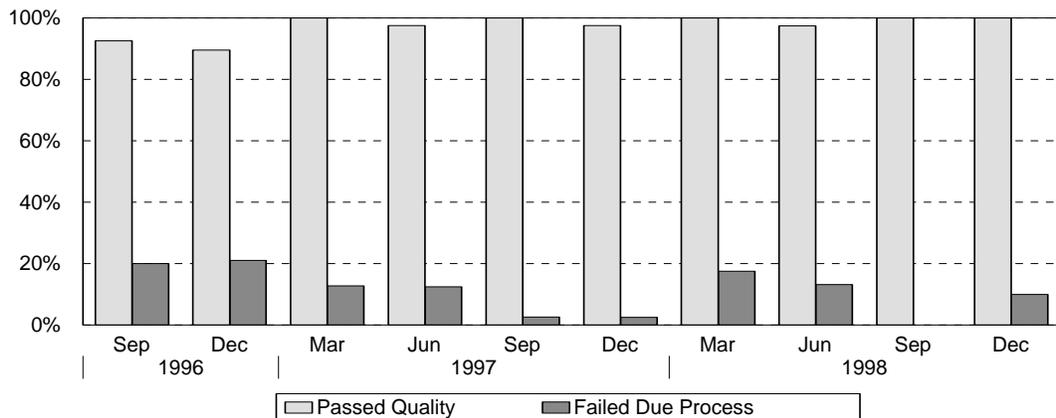
UI PERFORMS ANNUAL REPORT CY 1998
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.07	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$1,421,240,755	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	95.1 +/- 1.8	91.5%	none
Overpayment Rate	4.9 +/- 1.8	8.5%	none
Underpayment Rate	0.5 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



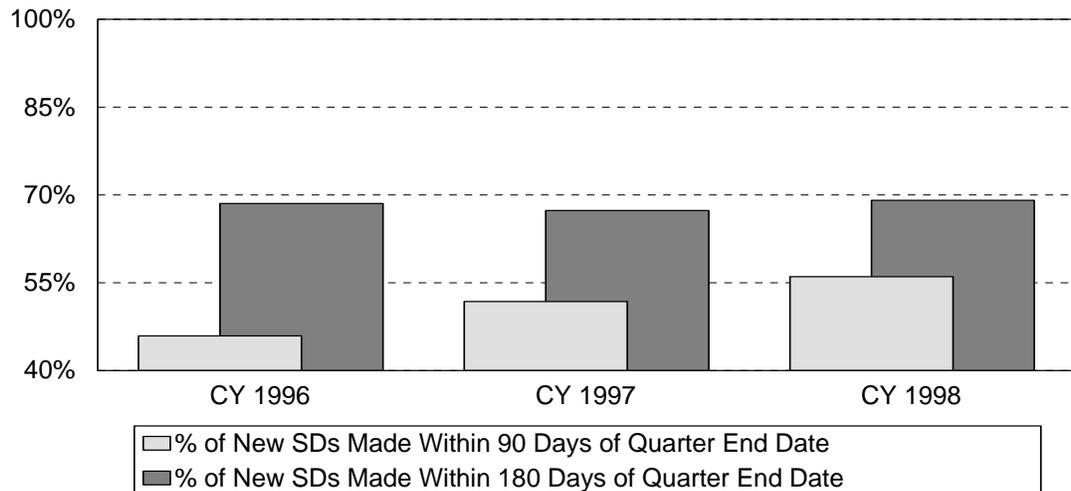
UI PERFORMS ANNUAL REPORT CY 1998
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	56.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	69.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	25.2%	67.0%
Percentage Made Within 180 Days	48.6%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	94.8%	87.4%
Percentage Secured	98.2%	92.5%
Percentage Resolved	100.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.5%	79.8%
Percentage Secured	97.3%	85.9%
Percentage Resolved	99.0%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	96.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.9%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	83.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	17.3%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due	9.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
PENNSYLVANIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	6.3%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.1%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998
PUERTO RICO

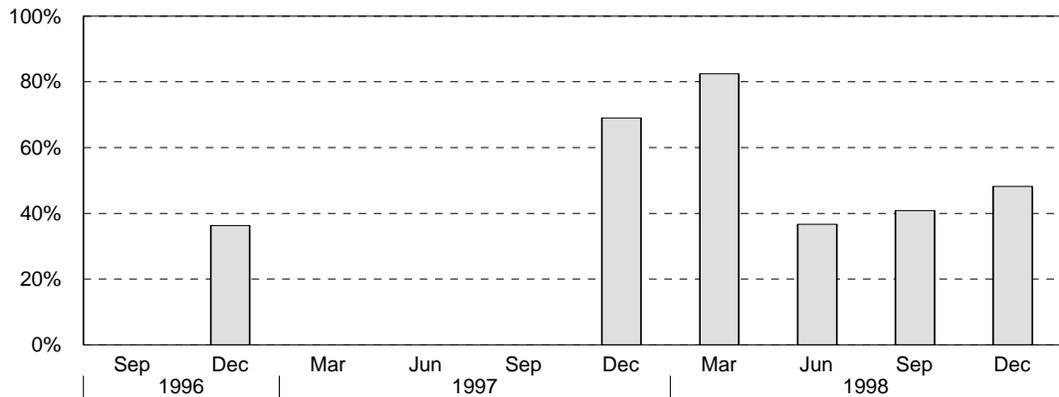
REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	65,019	82.4%	90.1%	87%
Intrastate UI, full weeks - 35 Days	65,019	97.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,181	63.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,181	74.1%	92.4%	78%
All First Payments - 14/21 Days	84,812	78.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	84,812	94.1%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	50,365	60.2%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	35,713	71.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	38,905	56.4%	63.1%	none
Separation Issues within 21 Days	11,203	84.3%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,847	63.8%	67.9%	60%
Decisions within 45 Days of Filing	5,847	81.4%	85.4%	80%
Decisions within 90 Days of Filing	5,847	98.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,050	62.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,050	83.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,050	96.4%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	649	0.0%	69.8%	none
Wage Transfers Made within 14 Days	649	96.9%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,759,439	36.8%	61.4%	none
Payments Made within 14 Days	1,759,439	80.8%	92.5%	none
Payments Made within 21 Days	1,759,439	91.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	217	54.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	78	90.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,875,941	44.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	937,111	46.7%	56.1%	none

UI PERFORMS ANNUAL REPORT CY 1998
PUERTO RICO

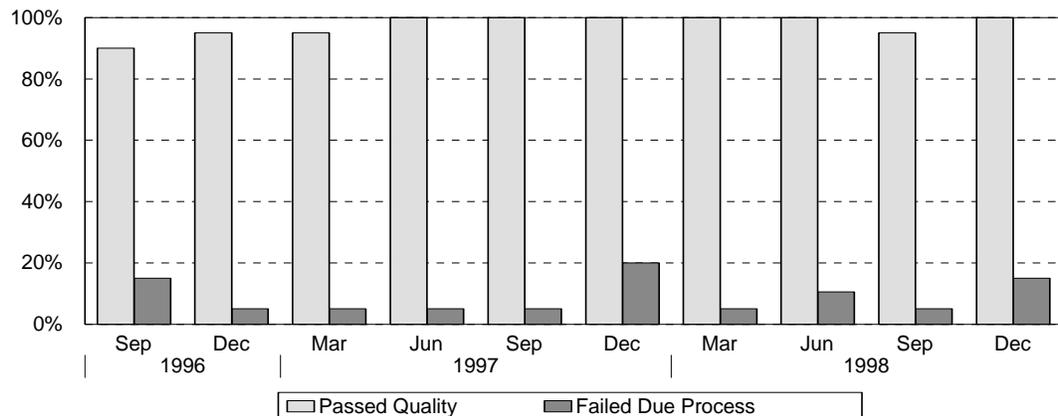
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	*	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	*	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$241,644,056	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	91.4 +/- 2.6	91.5%	none
Overpayment Rate	8.6 +/- 2.6	8.5%	none
Underpayment Rate	1.1 +/- 0.4	0.9%	none
Footnotes:	#5	--	--

* State did not report data as of 7/1/99.

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
PUERTO RICO

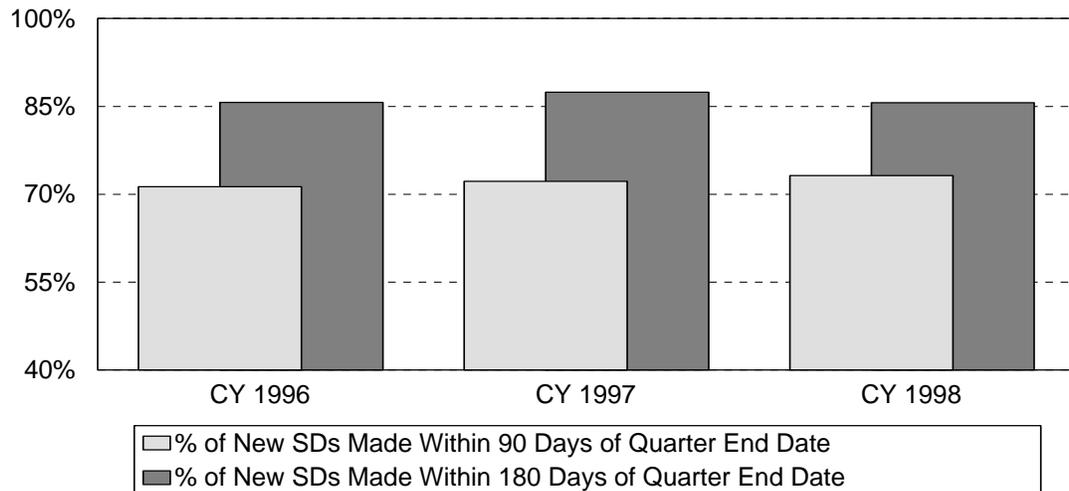
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	73.2%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	85.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	*	45.8% Pass
Accuracy In Postings?	*	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.9%	67.0%
Percentage Made Within 180 Days	89.0%	81.5%
Accuracy In Determinations?	*	54.2% Pass
Accuracy In Postings?	*	45.8% Pass
Inactivations:		
Accuracy In Determinations?	*	64.4% Pass
Accuracy In Postings?	*	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	72.9%	87.4%
Percentage Secured	79.6%	92.5%
Percentage Resolved	84.3%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	56.1%	79.8%
Percentage Secured	66.8%	85.9%
Percentage Resolved	75.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	*	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	90.3%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	9.6%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.7%	1.3%
Accounts Receivable As A Percentage Of Tax Due	7.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	9.8%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	82.4%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	14.2%	1.2%
Accounts Receivable As A Percentage Of Tax Due	49.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	*	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
PUERTO RICO

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	*	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	10.8%	5.0%
Percentage Of Contributory Employers Audited	1.9%	2.0%
Annualized Percentage Of Total Wages Audited	1.4%	1.8%
Audits Meet Employment Security Manual Requirements?	*	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	*	96.0% Pass
Accuracy In Contributory Employer Billing?	*	84.8% Pass
Accuracy In Reimbursing Employer Billings?	*	85.7% Pass
Accuracy In Credits/Refunds?	*	73.9% Pass
Accuracy In Benefit Charging?	*	89.6% Pass
Accuracy In Experience Rating?	*	87.8% Pass

* State did not submit report as of 8/4/99.

New Status Determinations Timelapse



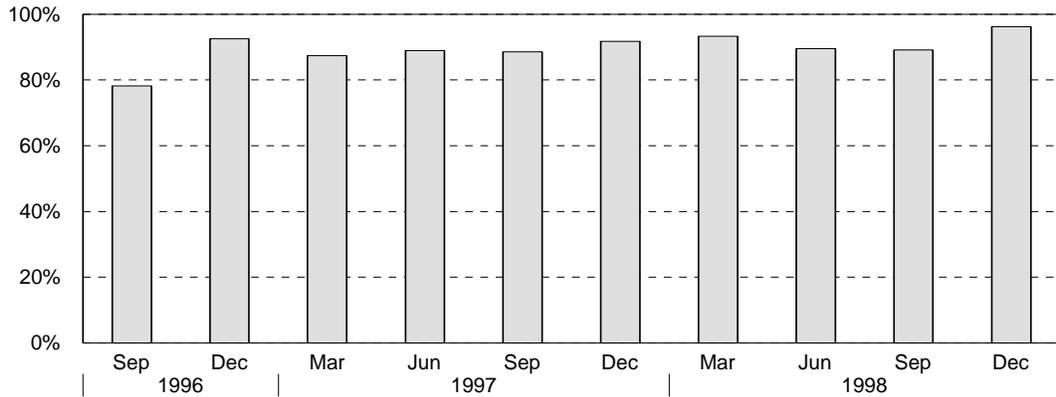
UI PERFORMS ANNUAL REPORT CY 1998
RHODE ISLAND

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	37,423	87.4%	90.1%	87%
Intrastate UI, full weeks - 35 Days	37,423	96.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,171	80.8%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,171	95.3%	92.4%	78%
All First Payments - 14/21 Days	42,933	86.5%	89.2%	90% (FY '02)
All First Payments - 35 Days	42,933	96.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	20,247	62.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	21,586	72.1%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	20,247	60.0%	63.1%	none
Separation Issues within 21 Days	21,586	71.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,069	74.6%	67.9%	60%
Decisions within 45 Days of Filing	5,069	93.6%	85.4%	80%
Decisions within 90 Days of Filing	5,069	99.8%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	721	75.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	721	91.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	721	96.4%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,899	68.6%	69.8%	none
Wage Transfers Made within 14 Days	6,899	84.9%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	556,133	93.5%	61.4%	none
Payments Made within 14 Days	556,133	96.9%	92.5%	none
Payments Made within 21 Days	556,133	98.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	229	91.8%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	77	93.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,619,803	74.9%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,506,546	45.4%	56.1%	none

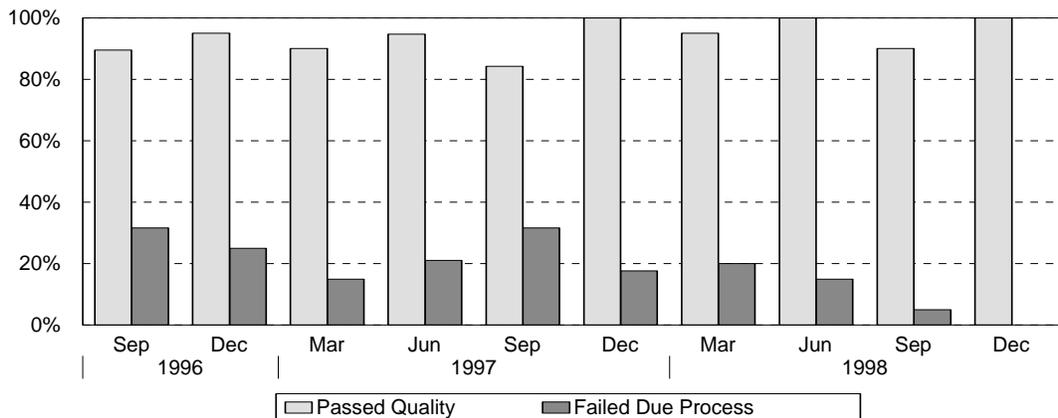
UI PERFORMS ANNUAL REPORT CY 1998
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.35	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$125,302,913	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	95.1 +/- 2.4	91.5%	none
Overpayment Rate	4.9 +/- 2.4	8.5%	none
Underpayment Rate	1.7 +/- 1	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
RHODE ISLAND

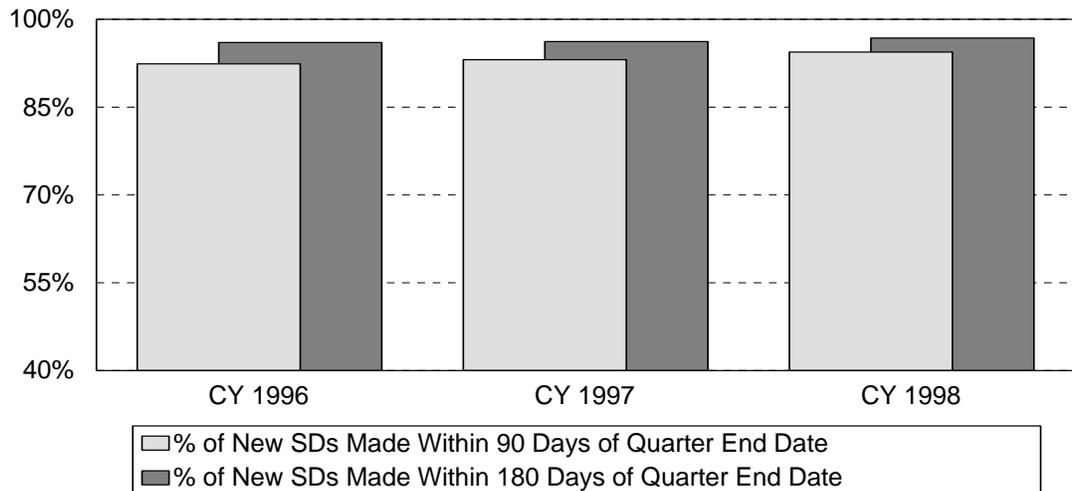
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	94.4%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	96.8%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	82.8%	67.0%
Percentage Made Within 180 Days	90.6%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.4%	87.4%
Percentage Secured	96.5%	92.5%
Percentage Resolved	98.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	97.8%	79.8%
Percentage Secured	98.3%	85.9%
Percentage Resolved	98.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	84.7%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.6%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	88.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
RHODE ISLAND

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	6.3%	5.0%
Percentage Of Contributory Employers Audited	2.2%	2.0%
Annualized Percentage Of Total Wages Audited	2.0%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



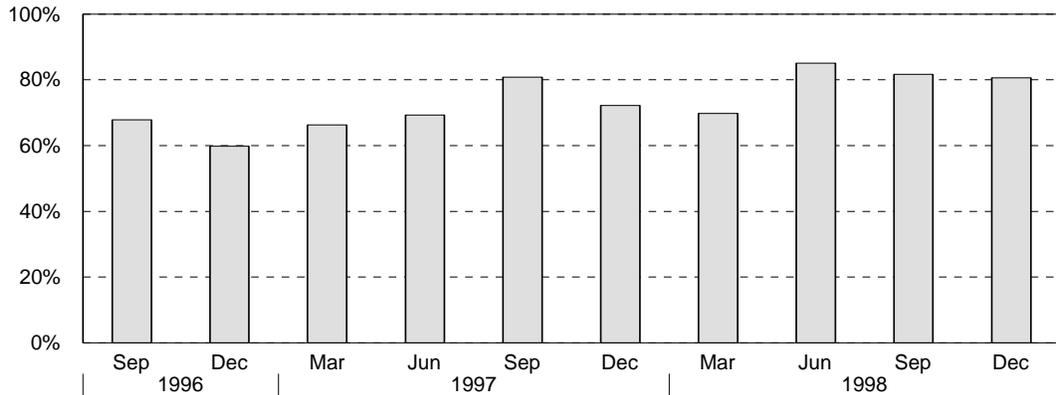
UI PERFORMS ANNUAL REPORT CY 1998
SOUTH CAROLINA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	71,303	94.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	71,303	98.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,536	83.7%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,536	95.1%	92.4%	78%
All First Payments - 14/21 Days	93,614	92.0%	89.2%	90% (FY '02)
All First Payments - 35 Days	93,614	98.5%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	13,243	84.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	35,707	94.4%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	13,243	78.7%	63.1%	none
Separation Issues within 21 Days	35,707	99.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	8,262	99.9%	67.9%	60%
Decisions within 45 Days of Filing	8,262	100.0%	85.4%	80%
Decisions within 90 Days of Filing	8,262	100.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	1,070	54.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	1,070	79.9%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	1,070	99.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	10,295	24.1%	69.8%	none
Wage Transfers Made within 14 Days	10,295	96.1%	97.3%	none
Billing Made within 45 Days	196	100.0%	92.6%	none
Reimbursements Made within 45 Days	195	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	933,864	91.1%	61.4%	none
Payments Made within 14 Days	933,864	98.0%	92.5%	none
Payments Made within 21 Days	933,864	99.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	232	79.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	84	93.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,888,433	57.0%	50.9%	none
Nonfraud Overpayment Recovery Rate	2,927,741	87.4%	56.1%	none

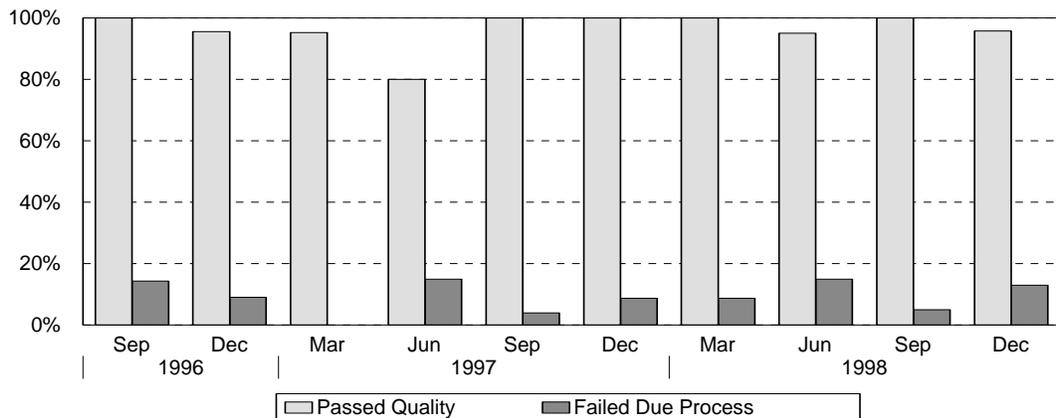
UI PERFORMS ANNUAL REPORT CY 1998
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.9	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.12	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$164,743,105	\$18.8 B	none
Sample Size	497	26,353	none
Proper Payment Rate	88.1 +/- 2.8	91.5%	none
Overpayment Rate	11.9 +/- 2.8	8.5%	none
Underpayment Rate	0.4 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



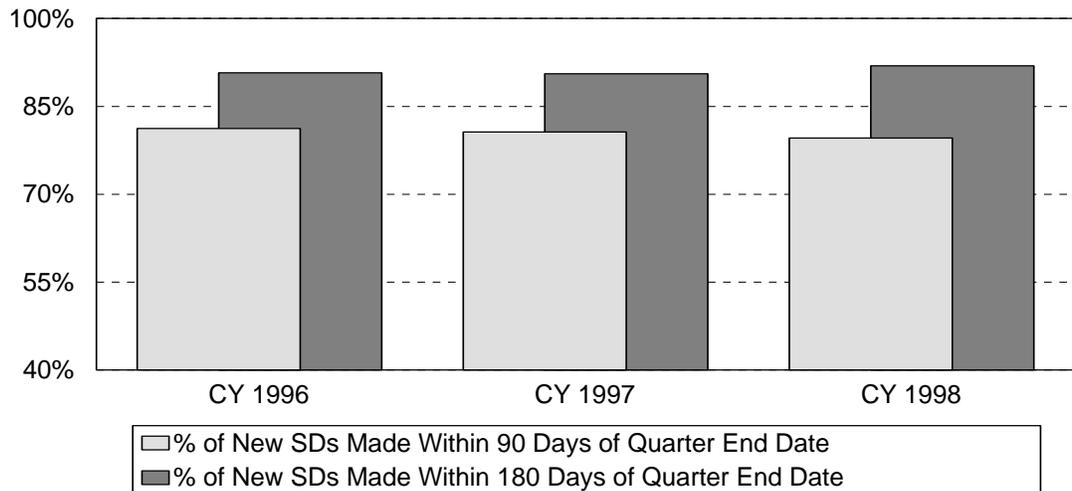
UI PERFORMS ANNUAL REPORT CY 1998
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	79.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.9%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	86.0%	67.0%
Percentage Made Within 180 Days	95.1%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	88.8%	87.4%
Percentage Secured	95.3%	92.5%
Percentage Resolved	97.8%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.9%	79.8%
Percentage Secured	96.5%	85.9%
Percentage Resolved	97.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	93.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	6.3%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	1.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	96.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
SOUTH CAROLINA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	2.6%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.8%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



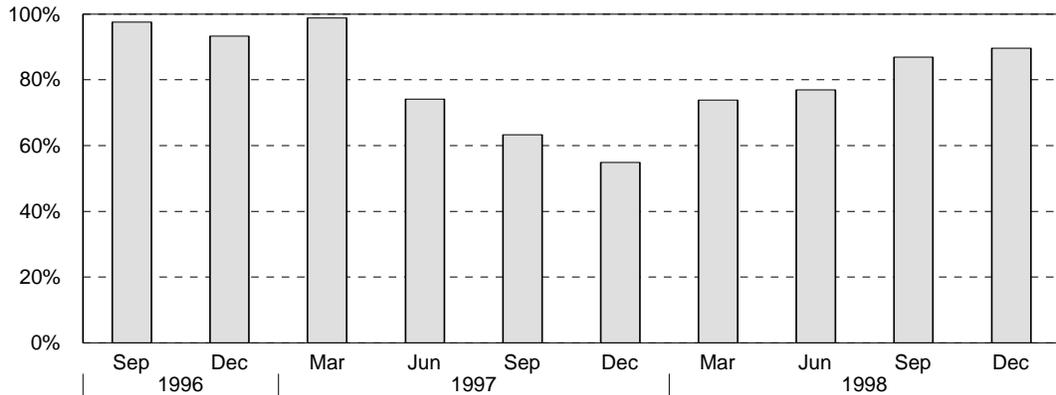
UI PERFORMS ANNUAL REPORT CY 1998
SOUTH DAKOTA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	6,746	91.8%	90.1%	87%
Intrastate UI, full weeks - 35 Days	6,746	98.2%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	381	84.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	381	96.9%	92.4%	78%
All First Payments - 14/21 Days	8,864	91.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	8,864	98.2%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	8,537	71.1%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	4,723	71.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	8,537	98.8%	63.1%	none
Separation Issues within 21 Days	4,723	99.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,076	60.3%	67.9%	60%
Decisions within 45 Days of Filing	1,076	87.1%	85.4%	80%
Decisions within 90 Days of Filing	1,076	99.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	85	96.5%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	85	100.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	85	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,927	96.4%	69.8%	none
Wage Transfers Made within 14 Days	1,927	99.8%	97.3%	none
Billing Made within 45 Days	137	100.0%	92.6%	none
Reimbursements Made within 45 Days	145	99.3%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	88,219	89.3%	61.4%	none
Payments Made within 14 Days	88,219	97.2%	92.5%	none
Payments Made within 21 Days	88,219	98.6%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	230	81.3%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	80	98.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	218,941	46.3%	50.9%	none
Nonfraud Overpayment Recovery Rate	203,950	70.7%	56.1%	none

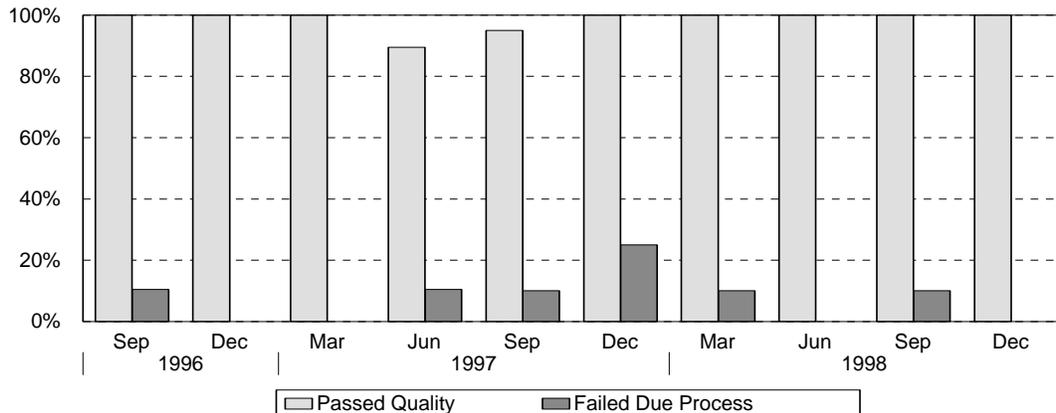
UI PERFORMS ANNUAL REPORT CY 1998
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.0	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.60	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$14,182,502	\$18.8 B	none
Sample Size	360	26,353	none
Proper Payment Rate	95.3 +/- 2.5	91.5%	none
Overpayment Rate	4.7 +/- 2.5	8.5%	none
Underpayment Rate	0.7 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
SOUTH DAKOTA

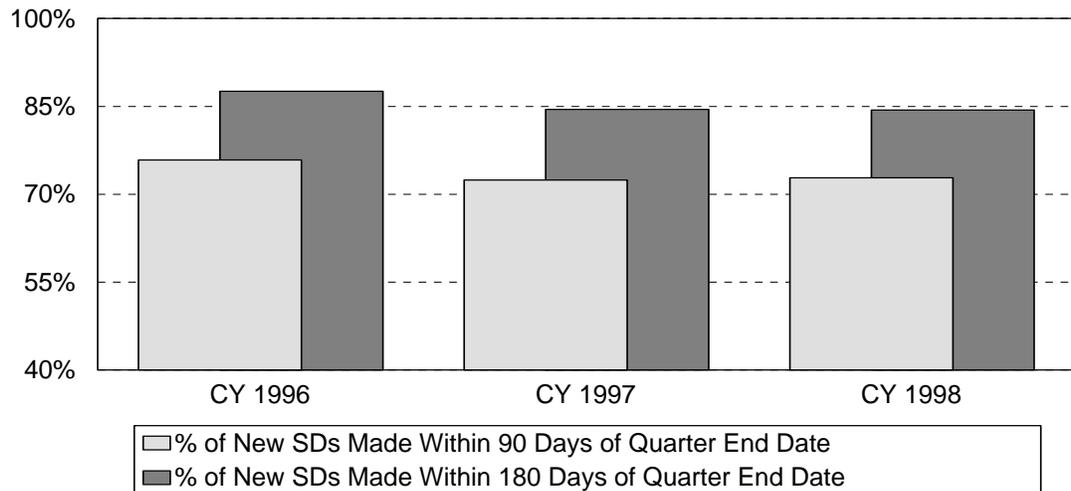
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	72.8%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	84.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.2%	67.0%
Percentage Made Within 180 Days	92.4%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	94.5%	87.4%
Percentage Secured	100.9%	92.5%
Percentage Resolved	102.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	82.0%	79.8%
Percentage Secured	83.7%	85.9%
Percentage Resolved	84.1%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	97.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	2.2%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.3%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.2%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	100.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.0%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
SOUTH DAKOTA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.9%	5.0%
Percentage Of Contributory Employers Audited	2.9%	2.0%
Annualized Percentage Of Total Wages Audited	2.4%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	**	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



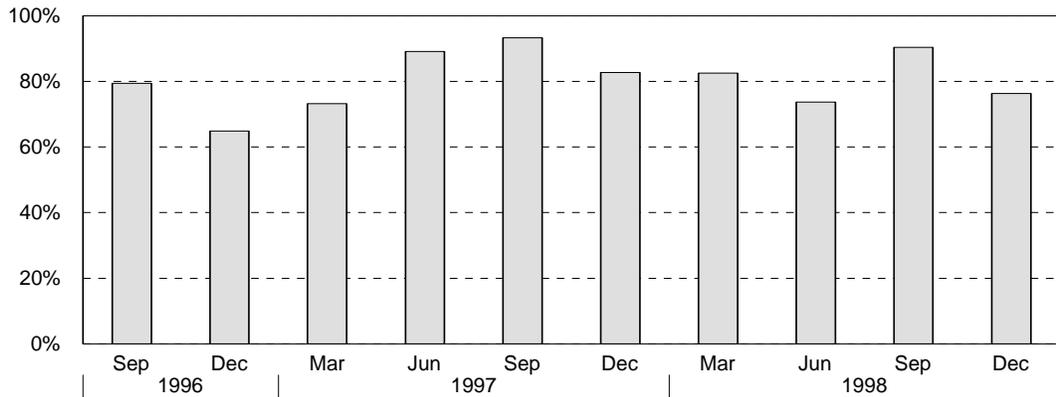
UI PERFORMS ANNUAL REPORT CY 1998
TENNESSEE

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	128,199	96.4%	90.1%	87%
Intrastate UI, full weeks - 35 Days	128,199	98.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,618	95.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,618	98.5%	92.4%	78%
All First Payments - 14/21 Days	159,209	95.6%	89.2%	90% (FY '02)
All First Payments - 35 Days	159,209	98.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	10,612	73.0%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	54,704	89.7%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	10,612	89.0%	63.1%	none
Separation Issues within 21 Days	54,704	98.8%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	14,230	72.9%	67.9%	60%
Decisions within 45 Days of Filing	14,230	91.1%	85.4%	80%
Decisions within 90 Days of Filing	14,230	99.0%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,109	81.5%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,109	91.4%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,109	99.1%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	13,367	100.0%	69.8%	none
Wage Transfers Made within 14 Days	13,367	100.0%	97.3%	none
Billing Made within 45 Days	201	100.0%	92.6%	none
Reimbursements Made within 45 Days	197	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	1,812,438	92.5%	61.4%	none
Payments Made within 14 Days	1,812,438	98.4%	92.5%	none
Payments Made within 21 Days	1,812,438	99.1%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	224	80.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	72	76.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	2,534,636	56.8%	50.9%	none
Nonfraud Overpayment Recovery Rate	2,973,967	61.1%	56.1%	none

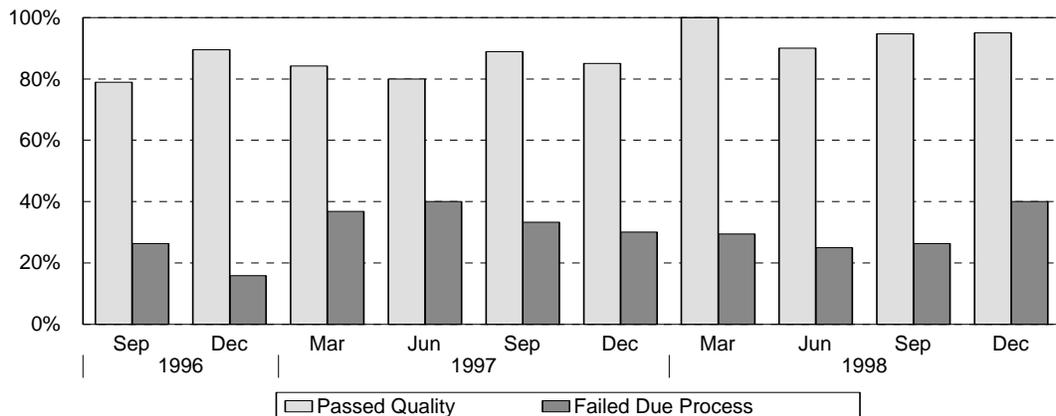
UI PERFORMS ANNUAL REPORT CY 1998
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.2	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.26	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$323,395,592	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	94.9 +/- 1.9	91.5%	none
Overpayment Rate	5.1 +/- 1.9	8.5%	none
Underpayment Rate	0.4 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



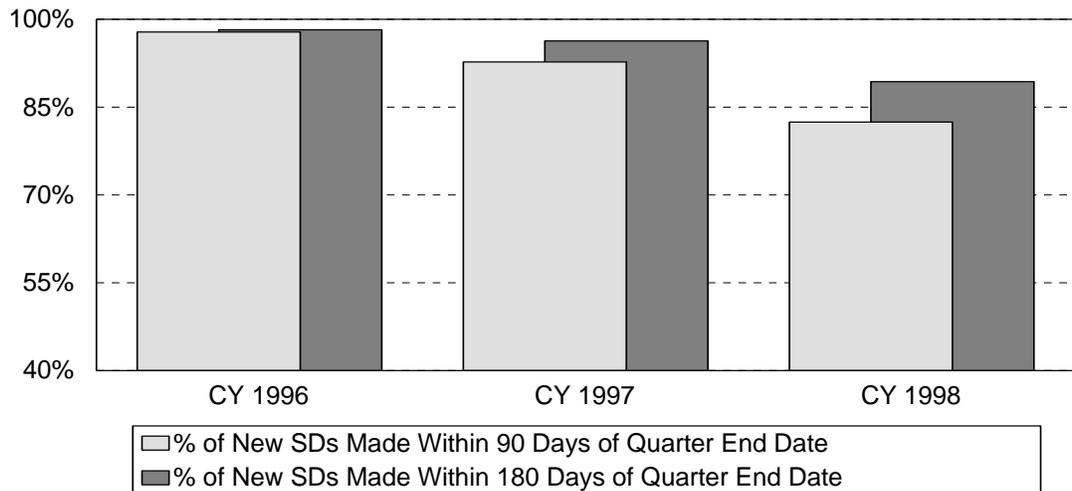
UI PERFORMS ANNUAL REPORT CY 1998
TENNESSEE

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	82.5%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.4%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	78.7%	67.0%
Percentage Made Within 180 Days	90.5%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.1%	87.4%
Percentage Secured	98.3%	92.5%
Percentage Resolved	101.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.4%	79.8%
Percentage Secured	98.5%	85.9%
Percentage Resolved	99.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	95.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	4.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.6%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	79.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	21.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.9%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

**UI PERFORMS ANNUAL REPORT CY 1998
TENNESSEE**

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	1.0%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	1.2%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



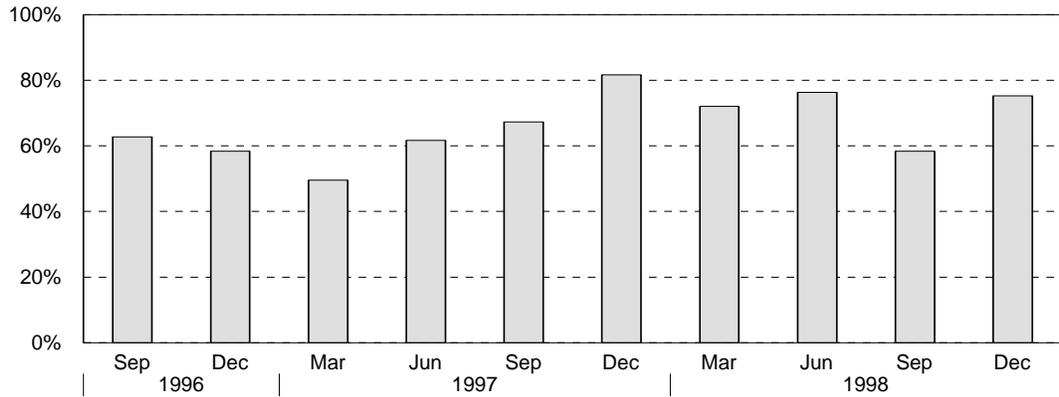
UI PERFORMS ANNUAL REPORT CY 1998
TEXAS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	301,059	89.6%	90.1%	87%
Intrastate UI, full weeks - 35 Days	301,059	97.5%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	7,081	79.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	7,081	95.3%	92.4%	78%
All First Payments - 14/21 Days	346,415	89.2%	89.2%	90% (FY '02)
All First Payments - 35 Days	346,415	97.6%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	126,833	78.7%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	234,206	64.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	126,833	58.4%	63.1%	none
Separation Issues within 21 Days	234,206	97.2%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	67,369	51.4%	67.9%	60%
Decisions within 45 Days of Filing	67,369	77.6%	85.4%	80%
Decisions within 90 Days of Filing	67,369	92.1%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	12,503	78.9%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	12,503	92.1%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	12,503	98.6%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	16,253	88.0%	69.8%	none
Wage Transfers Made within 14 Days	16,253	97.3%	97.3%	none
Billing Made within 45 Days	208	100.0%	92.6%	none
Reimbursements Made within 45 Days	192	99.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	4,674,535	43.1%	61.4%	none
Payments Made within 14 Days	4,674,535	89.2%	92.5%	none
Payments Made within 21 Days	4,674,535	91.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	356	70.3%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	140	76.6%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	7,240,516	40.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	21,840,768	47.4%	56.1%	none

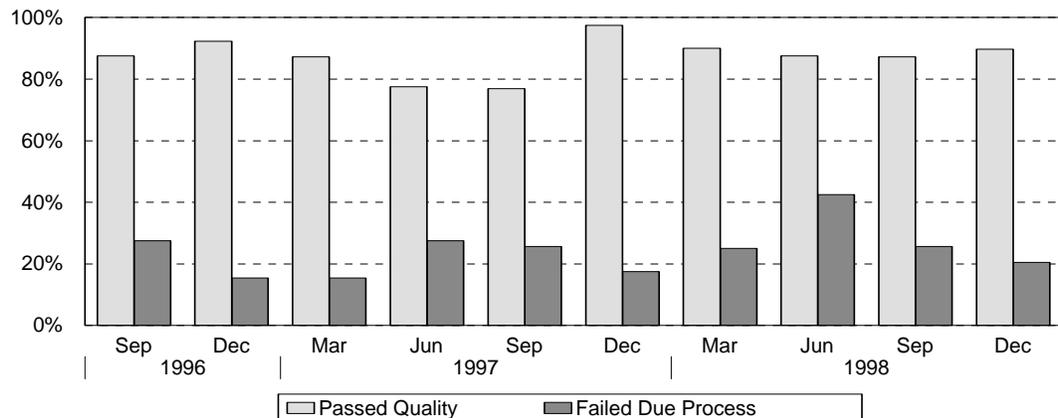
UI PERFORMS ANNUAL REPORT CY 1998
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.89	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$876,810,033	\$18.8 B	none
Sample Size	468	26,353	none
Proper Payment Rate	85.9 +/- 3.2	91.5%	none
Overpayment Rate	14.1 +/- 3.2	8.5%	none
Underpayment Rate	0.6 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



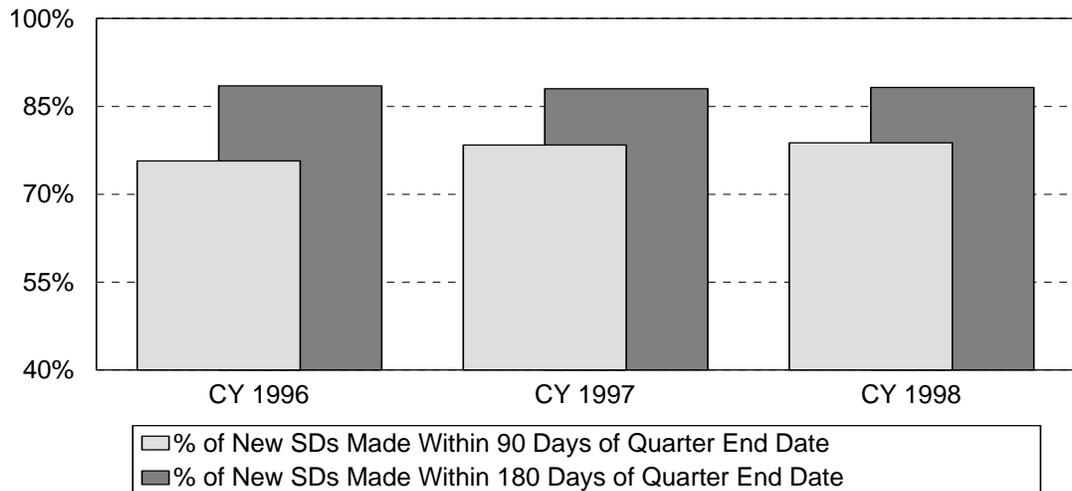
UI PERFORMS ANNUAL REPORT CY 1998
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	78.8%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.7%	67.0%
Percentage Made Within 180 Days	92.7%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	93.3%	87.4%
Percentage Secured	100.2%	92.5%
Percentage Resolved	102.4%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	99.0%	79.8%
Percentage Secured	100.8%	85.9%
Percentage Resolved	102.3%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	86.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	87.1%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.8%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.0%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
TEXAS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	1.9%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.9%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998

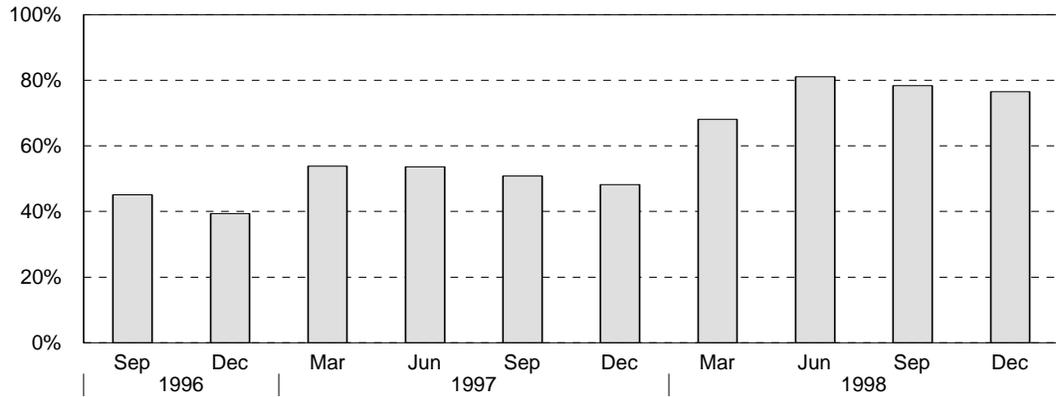
UTAH

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	29,836	94.2%	90.1%	87%
Intrastate UI, full weeks - 35 Days	29,836	99.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,327	90.6%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,327	99.3%	92.4%	78%
All First Payments - 14/21 Days	35,059	94.1%	89.2%	90% (FY '02)
All First Payments - 35 Days	35,059	99.7%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	23,137	50.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	22,630	56.7%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	23,120	90.7%	63.1%	none
Separation Issues within 21 Days	22,620	97.0%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	5,305	82.9%	67.9%	60%
Decisions within 45 Days of Filing	5,305	97.1%	85.4%	80%
Decisions within 90 Days of Filing	5,305	99.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	375	53.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	375	95.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	375	99.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,419	31.8%	69.8%	none
Wage Transfers Made within 14 Days	2,419	98.8%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	455,593	97.2%	61.4%	none
Payments Made within 14 Days	455,593	99.4%	92.5%	none
Payments Made within 21 Days	455,593	99.8%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	236	75.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	93.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	1,875,291	15.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	381,288	111.5%	56.1%	none

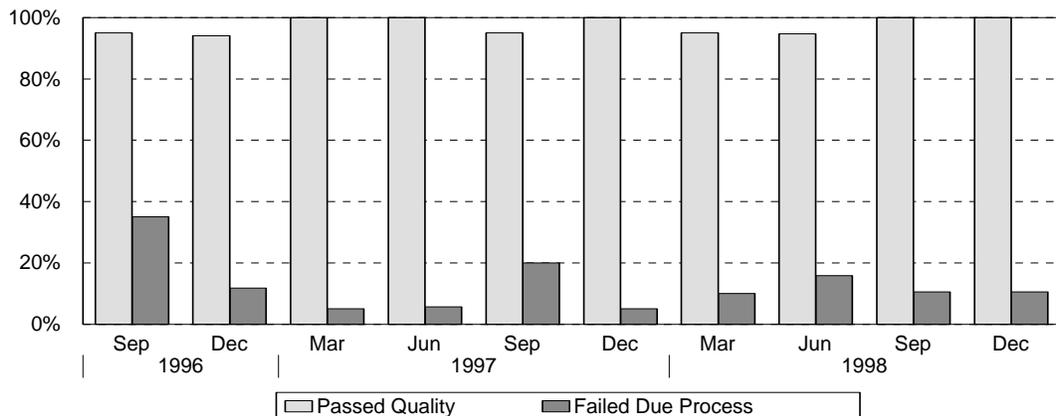
UI PERFORMS ANNUAL REPORT CY 1998
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.4	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.33	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$83,299,004	\$18.8 B	none
Sample Size	362	26,353	none
Proper Payment Rate	84.5 +/- 3.8	91.5%	none
Overpayment Rate	15.5 +/- 3.8	8.5%	none
Underpayment Rate	0.6 +/- 0.3	0.9%	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998

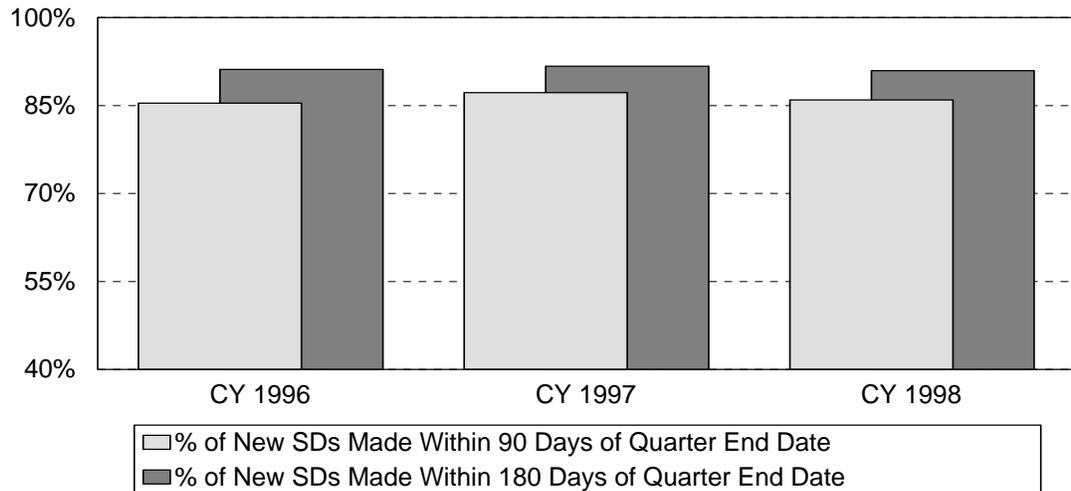
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	86.0%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	91.0%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	78.3%	67.0%
Percentage Made Within 180 Days	89.2%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.3%	87.4%
Percentage Secured	97.3%	92.5%
Percentage Resolved	99.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	54.3%	79.8%
Percentage Secured	90.9%	85.9%
Percentage Resolved	98.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	94.0%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.8%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.4%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	82.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	15.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
UTAH

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	1.7%	5.0%
Percentage Of Contributory Employers Audited	2.3%	2.0%
Annualized Percentage Of Total Wages Audited	1.5%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	F	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



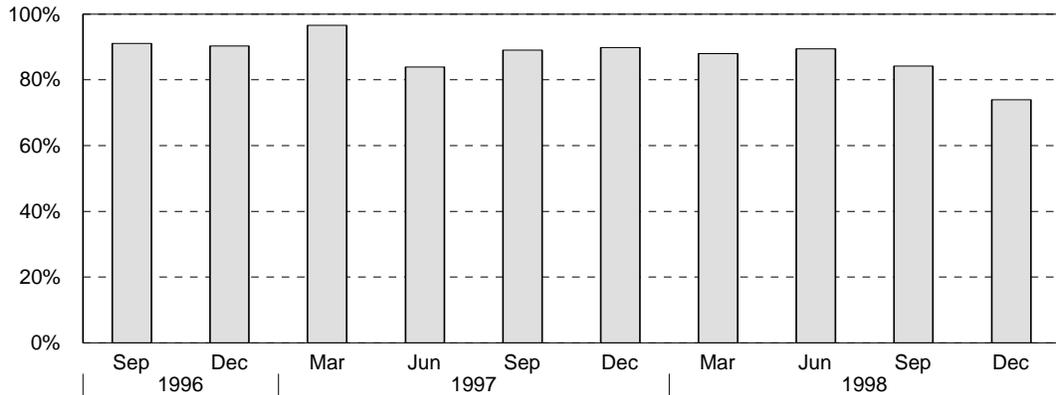
UI PERFORMS ANNUAL REPORT CY 1998
VERMONT

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	16,286	91.3%	90.1%	87%
Intrastate UI, full weeks - 35 Days	16,286	98.1%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	503	77.3%	78.4%	70%
Interstate UI, full weeks - 35 Days	503	95.2%	92.4%	78%
All First Payments - 14/21 Days	18,941	91.0%	89.2%	90% (FY '02)
All First Payments - 35 Days	18,941	98.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	5,176	74.3%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	7,189	55.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	2,770	63.0%	63.1%	none
Separation Issues within 21 Days	2,184	66.6%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,481	68.9%	67.9%	60%
Decisions within 45 Days of Filing	1,481	88.8%	85.4%	80%
Decisions within 90 Days of Filing	1,481	97.3%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	233	67.8%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	233	91.8%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	233	98.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	2,340	56.3%	69.8%	none
Wage Transfers Made within 14 Days	2,340	83.5%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	261,484	95.5%	61.4%	none
Payments Made within 14 Days	261,484	97.8%	92.5%	none
Payments Made within 21 Days	261,484	98.7%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	225	84.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	83	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	234,502	74.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	902,185	47.8%	56.1%	none

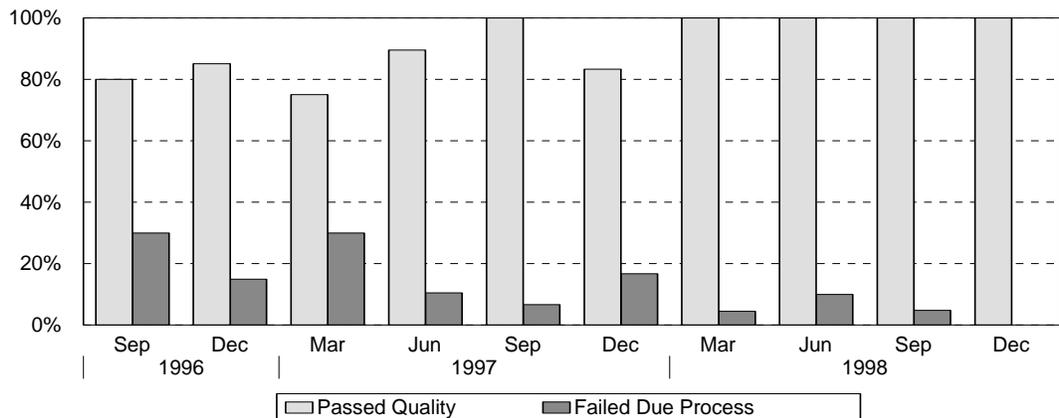
UI PERFORMS ANNUAL REPORT CY 1998
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.4	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.29	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$40,587,206	\$18.8 B	none
Sample Size	392	26,353	none
Proper Payment Rate	93.5 +/- 2.4	91.5%	none
Overpayment Rate	6.5 +/- 2.4	8.5%	none
Underpayment Rate	0.6 +/- 0.3	0.9%	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



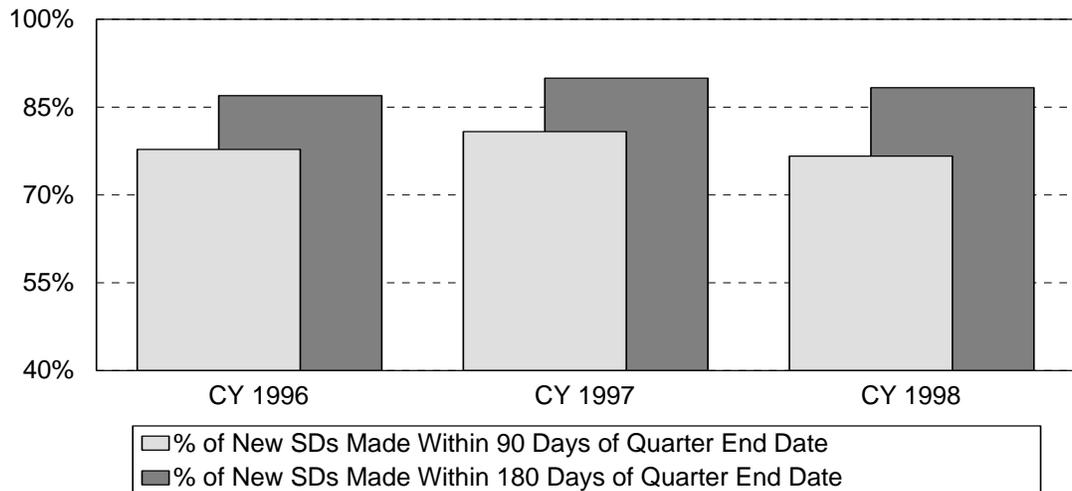
UI PERFORMS ANNUAL REPORT CY 1998
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	76.6%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	88.3%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	77.0%	67.0%
Percentage Made Within 180 Days	89.4%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	91.0%	87.4%
Percentage Secured	99.2%	92.5%
Percentage Resolved	102.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.5%	79.8%
Percentage Secured	99.9%	85.9%
Percentage Resolved	100.5%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.3%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.9%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	92.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.6%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.4%	1.2%
Accounts Receivable As A Percentage Of Tax Due	1.3%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
VERMONT

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	0.8%	5.0%
Percentage Of Contributory Employers Audited	3.5%	2.0%
Annualized Percentage Of Total Wages Audited	2.9%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



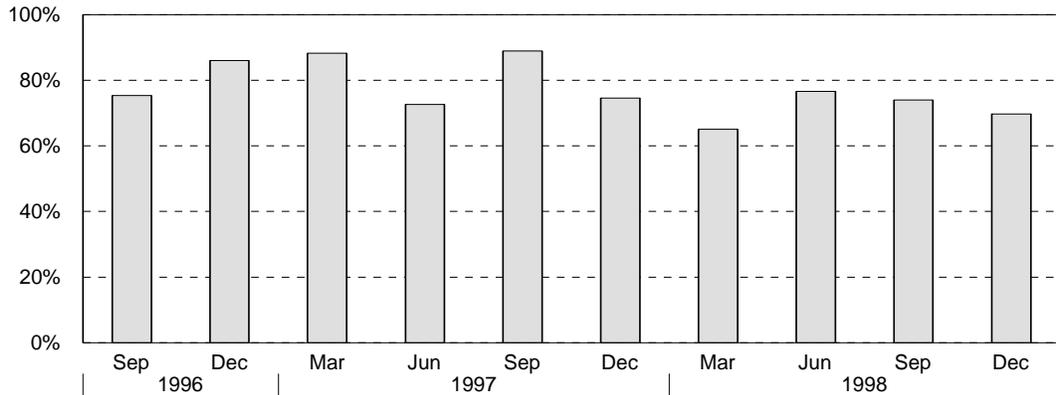
UI PERFORMS ANNUAL REPORT CY 1998
VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	86,249	94.4%	90.1%	87%
Intrastate UI, full weeks - 35 Days	86,249	98.7%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	5,192	83.1%	78.4%	70%
Interstate UI, full weeks - 35 Days	5,192	95.5%	92.4%	78%
All First Payments - 14/21 Days	104,881	93.0%	89.2%	90% (FY '02)
All First Payments - 35 Days	104,881	98.6%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	38,365	92.6%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	53,449	81.0%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	38,365	65.5%	63.1%	none
Separation Issues within 21 Days	53,449	46.6%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	11,944	84.9%	67.9%	60%
Decisions within 45 Days of Filing	11,944	95.2%	85.4%	80%
Decisions within 90 Days of Filing	11,944	99.5%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,234	63.7%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,234	89.3%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,234	93.7%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	19,075	65.9%	69.8%	none
Wage Transfers Made within 14 Days	19,075	99.4%	97.3%	none
Billing Made within 45 Days	0	0.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	948,550	60.4%	61.4%	none
Payments Made within 14 Days	948,550	89.4%	92.5%	none
Payments Made within 21 Days	948,550	96.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	388	70.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	80	100.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	724,357	80.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	4,178,666	61.7%	56.1%	none

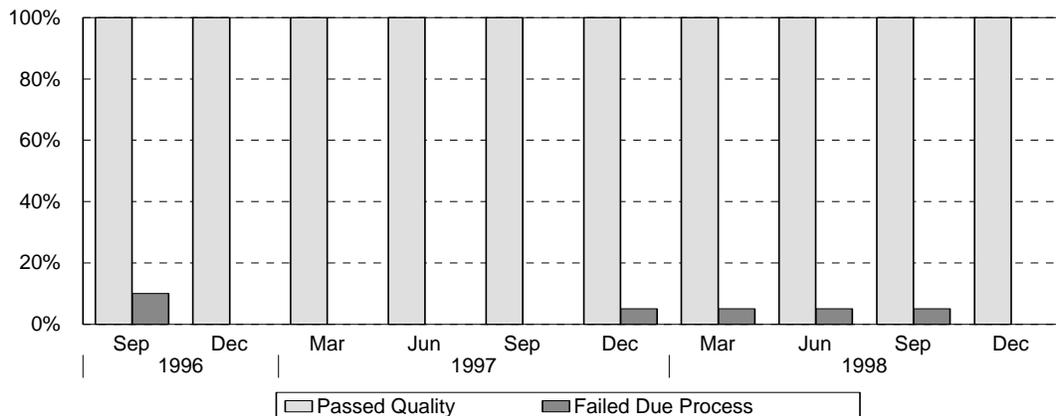
UI PERFORMS ANNUAL REPORT CY 1998
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	3.5	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	3.47	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$171,338,443	\$18.8 B	none
Sample Size	519	26,353	none
Proper Payment Rate	80.8 +/- 3.5	91.5%	none
Overpayment Rate	19.2 +/- 3.5	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	#5	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



UI PERFORMS ANNUAL REPORT CY 1998
VIRGINIA

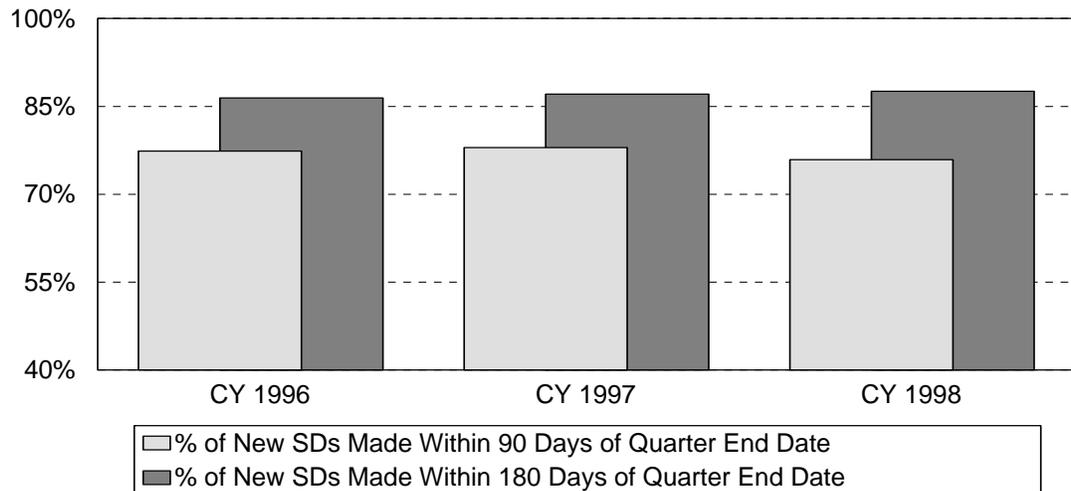
REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	75.9%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	87.6%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	69.2%	67.0%
Percentage Made Within 180 Days	82.9%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	77.2%	87.4%
Percentage Secured	79.6%	92.5%
Percentage Resolved	86.2%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	95.5%	79.8%
Percentage Secured	97.1%	85.9%
Percentage Resolved	99.9%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	F	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.9%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.8%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.0%	1.3%
Accounts Receivable As A Percentage Of Tax Due	2.8%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	2.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	97.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	7.3%	1.2%
Accounts Receivable As A Percentage Of Tax Due	3.8%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
Cashiering		
Remittances Deposited Within Three Days?	P	92.0% Pass
Field Audit		
Percent Change In Total Wages Resulting From Audits	2.7%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	0.8%	1.8%
Audits Meet Employment Security Manual Requirements?	F	64.6% Pass
Account Maintenance		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	**	85.7% Pass
Accuracy In Credits/Refunds?	F	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	F	87.8% Pass

** State had a problem in establishing the sample universe.

New Status Determinations Timelapse



UI PERFORMS ANNUAL REPORT CY 1998
VIRGIN ISLANDS

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	1,326	79.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	1,326	95.6%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	55	30.9%	78.4%	70%
Interstate UI, full weeks - 35 Days	55	78.2%	92.4%	78%
All First Payments - 14/21 Days	1,593	80.0%	89.2%	90% (FY '02)
All First Payments - 35 Days	1,593	95.4%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	371	85.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	430	80.7%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	330	95.8%	63.1%	none
Separation Issues within 21 Days	473	87.5%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	96	70.8%	67.9%	60%
Decisions within 45 Days of Filing	96	89.6%	85.4%	80%
Decisions within 90 Days of Filing	96	96.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	+	+	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	+	+	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	+	+	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	245	12.7%	69.8%	none
Wage Transfers Made within 14 Days	245	108.2%	97.3%	none
Billing Made within 45 Days	13	100.0%	92.6%	none
Reimbursements Made within 45 Days	0	0.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	26,248	30.7%	61.4%	none
Payments Made within 14 Days	26,248	71.4%	92.5%	none
Payments Made within 21 Days	26,248	89.0%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%			70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	0	0.0%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,204	38.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	17,043	55.2%	56.1%	none

UI PERFORMS ANNUAL REPORT CY 1998
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>Cash Management</i>			
Average time (days) funds are on deposit before being transferred to Trust Fund	0.1	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	5.30	1.70	≤ 1.75 (FY '02)
<i>Benefit Accuracy Measurement</i>			
Total Dollars Paid in Population	^	\$18.8 B	none
Sample Size	^	26,353	none
Proper Payment Rate	^	91.5%	none
Overpayment Rate	^	8.5%	none
Underpayment Rate	^	0.9%	none
Footnotes:	^	--	--

- ^ Virgin Islands does not operate a BAM program.
+ Virgin Islands does not have higher authority appeals.

NO DATA

UI PERFORMS ANNUAL REPORT CY 1998
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	^	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	^	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	^	45.8% Pass
Accuracy In Postings?	^	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	^	67.0%
Percentage Made Within 180 Days	^	81.5%
Accuracy In Determinations?	^	54.2% Pass
Accuracy In Postings?	^	45.8% Pass
Inactivations:		
Accuracy In Determinations?	^	64.4% Pass
Accuracy In Postings?	^	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	^	87.4%
Percentage Secured	^	92.5%
Percentage Resolved	^	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	^	79.8%
Percentage Secured	^	85.9%
Percentage Resolved	^	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	^	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	^	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	801.0%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.3%
Accounts Receivable As A Percentage Of Tax Due	^	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	^	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	^	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	^	1.2%
Accounts Receivable As A Percentage Of Tax Due	^	4.6%
Appropriate Actions Taken To Collect Tax Due?	^	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
VIRGIN ISLANDS

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	^	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	^	5.0%
Percentage Of Contributory Employers Audited	^	2.0%
Annualized Percentage Of Total Wages Audited	^	1.8%
Audits Meet Employment Security Manual Requirements?	^	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	^	96.0% Pass
Accuracy In Contributory Employer Billing?	^	84.8% Pass
Accuracy In Reimbursing Employer Billings?	^	85.7% Pass
Accuracy In Credits/Refunds?	^	73.9% Pass
Accuracy In Benefit Charging?	^	89.6% Pass
Accuracy In Experience Rating?	^	87.8% Pass

^ Virgin Islands does not participate in the Tax Performance System.

NO DATA

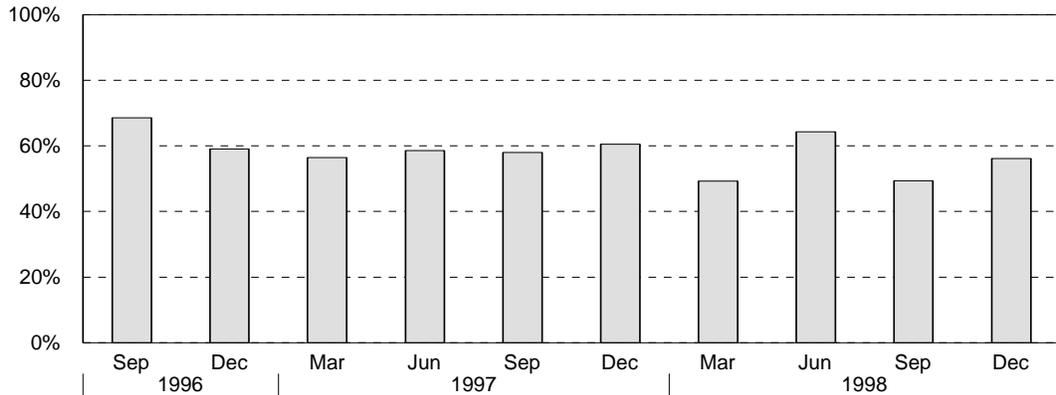
UI PERFORMS ANNUAL REPORT CY 1998
WASHINGTON

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	140,292	96.5%	90.1%	87%
Intrastate UI, full weeks - 35 Days	140,292	99.1%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	6,902	86.5%	78.4%	70%
Interstate UI, full weeks - 35 Days	6,902	97.1%	92.4%	78%
All First Payments - 14/21 Days	172,347	95.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	172,347	99.0%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	72,693	84.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	84,545	69.6%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	72,686	60.8%	63.1%	none
Separation Issues within 21 Days	84,542	95.5%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	24,759	65.8%	67.9%	60%
Decisions within 45 Days of Filing	24,759	85.2%	85.4%	80%
Decisions within 90 Days of Filing	24,759	95.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	3,622	97.7%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	3,622	99.5%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	3,622	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	14,947	0.0%	69.8%	none
Wage Transfers Made within 14 Days	14,947	99.0%	97.3%	none
Billing Made within 45 Days	205	100.0%	92.6%	none
Reimbursements Made within 45 Days	166	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	3,215,662	93.0%	61.4%	none
Payments Made within 14 Days	3,215,662	98.3%	92.5%	none
Payments Made within 21 Days	3,215,662	99.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	384	54.9%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	75	96.2%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	9,320,856	46.7%	50.9%	none
Nonfraud Overpayment Recovery Rate	12,857,196	63.9%	56.1%	none

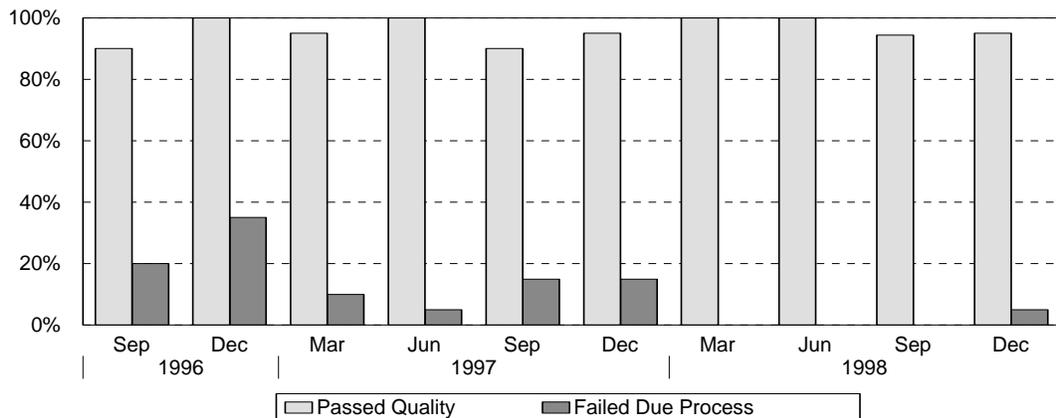
UI PERFORMS ANNUAL REPORT CY 1998
WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.3	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	2.00	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$757,297,003	\$18.8 B	none
Sample Size	538	26,353	none
Proper Payment Rate	88.5 +/- 2.9	91.5%	none
Overpayment Rate	11.5 +/- 2.9	8.5%	none
Underpayment Rate	0.6 +/- 0.3	0.9%	none
Footnotes:	#1	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



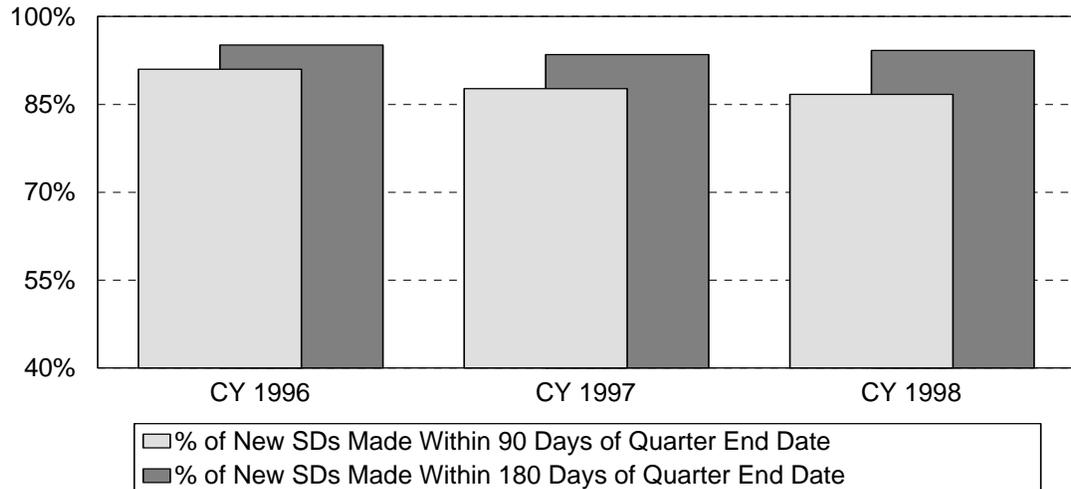
UI PERFORMS ANNUAL REPORT CY 1998
WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	86.7%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	94.2%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	94.8%	67.0%
Percentage Made Within 180 Days	97.8%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.3%	87.4%
Percentage Secured	96.4%	92.5%
Percentage Resolved	96.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	86.2%	79.8%
Percentage Secured	88.2%	85.9%
Percentage Resolved	88.4%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	99.1%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	1.0%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.4%	1.3%
Accounts Receivable As A Percentage Of Tax Due	0.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	99.7%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	0.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.1%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
WASHINGTON

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	1.5%	5.0%
Percentage Of Contributory Employers Audited	5.2%	2.0%
Annualized Percentage Of Total Wages Audited	3.6%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	F	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



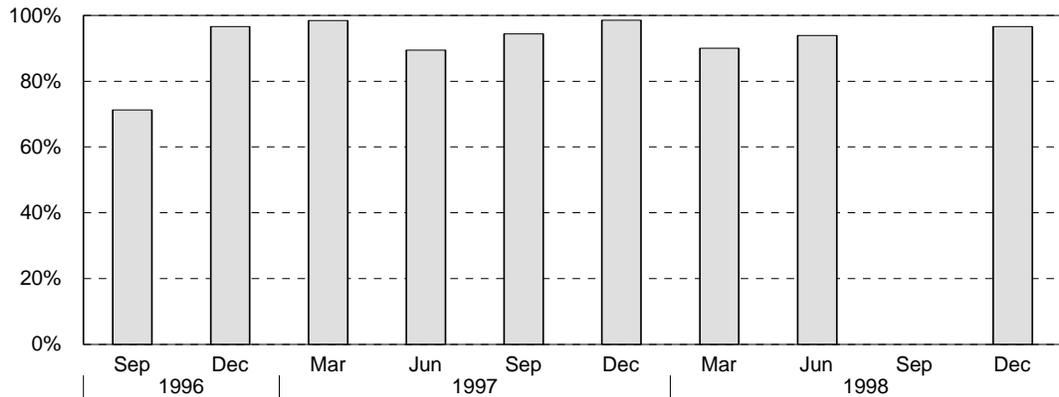
UI PERFORMS ANNUAL REPORT CY 1998
WEST VIRGINIA

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	43,078	92.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	43,078	97.8%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	1,171	84.4%	78.4%	70%
Interstate UI, full weeks - 35 Days	1,171	95.8%	92.4%	78%
All First Payments - 14/21 Days	50,981	91.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	50,981	97.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	11,346	89.8%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	16,224	97.8%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	11,346	81.5%	63.1%	none
Separation Issues within 21 Days	16,224	98.4%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	4,381	68.2%	67.9%	60%
Decisions within 45 Days of Filing	4,381	90.5%	85.4%	80%
Decisions within 90 Days of Filing	4,381	98.4%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	781	89.2%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	781	98.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	781	99.9%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	7,234	100.0%	69.8%	none
Wage Transfers Made within 14 Days	7,234	100.0%	97.3%	none
Billing Made within 45 Days	195	100.0%	92.6%	none
Reimbursements Made within 45 Days	167	99.4%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	669,495	50.7%	61.4%	none
Payments Made within 14 Days	669,495	94.8%	92.5%	none
Payments Made within 21 Days	669,495	98.4%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	179	93.5%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	70	61.3%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	795,135	41.4%	50.9%	none
Nonfraud Overpayment Recovery Rate	1,356,700	50.3%	56.1%	none

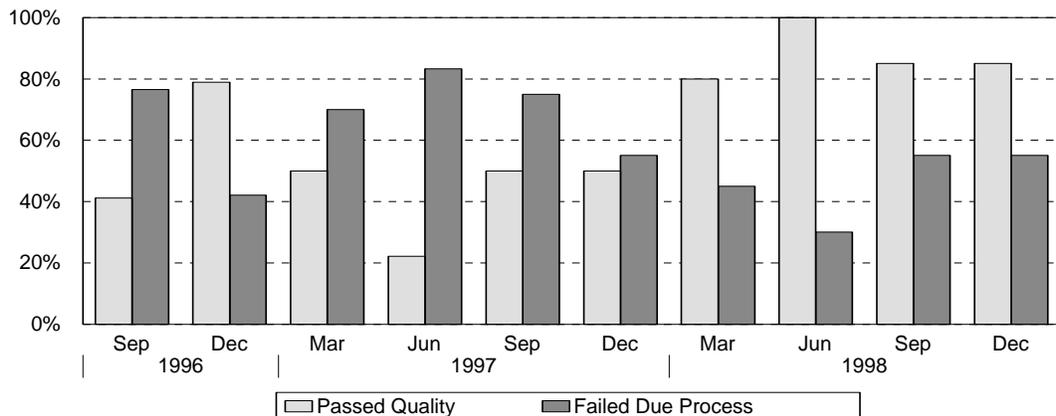
UI PERFORMS ANNUAL REPORT CY 1998
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	1.8	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	1.28	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$125,223,397	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	98.3 +/- 1	91.5%	none
Overpayment Rate	1.7 +/- 1	8.5%	none
Underpayment Rate	0.5 +/- 0.3	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



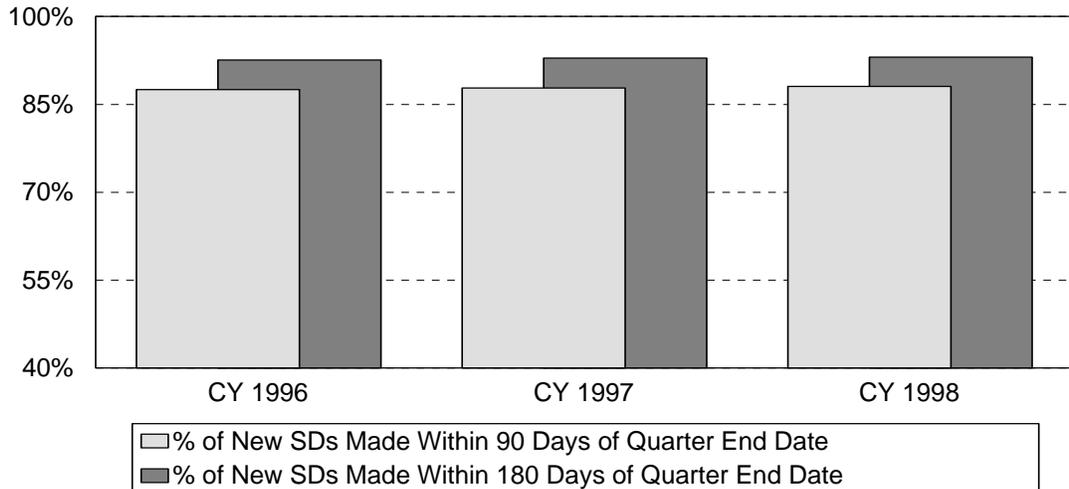
UI PERFORMS ANNUAL REPORT CY 1998
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	88.1%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	93.1%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	P	45.8% Pass
Accuracy In Postings?	P	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	73.5%	67.0%
Percentage Made Within 180 Days	83.0%	81.5%
Accuracy In Determinations?	P	54.2% Pass
Accuracy In Postings?	P	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	89.5%	87.4%
Percentage Secured	98.8%	92.5%
Percentage Resolved	103.1%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.5%	79.8%
Percentage Secured	98.1%	85.9%
Percentage Resolved	99.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.6%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	11.7%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	4.6%	1.3%
Accounts Receivable As A Percentage Of Tax Due	3.5%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	85.4%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	13.1%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.6%	1.2%
Accounts Receivable As A Percentage Of Tax Due	2.2%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
WEST VIRGINIA

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	3.0%	5.0%
Percentage Of Contributory Employers Audited	4.0%	2.0%
Annualized Percentage Of Total Wages Audited	2.4%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



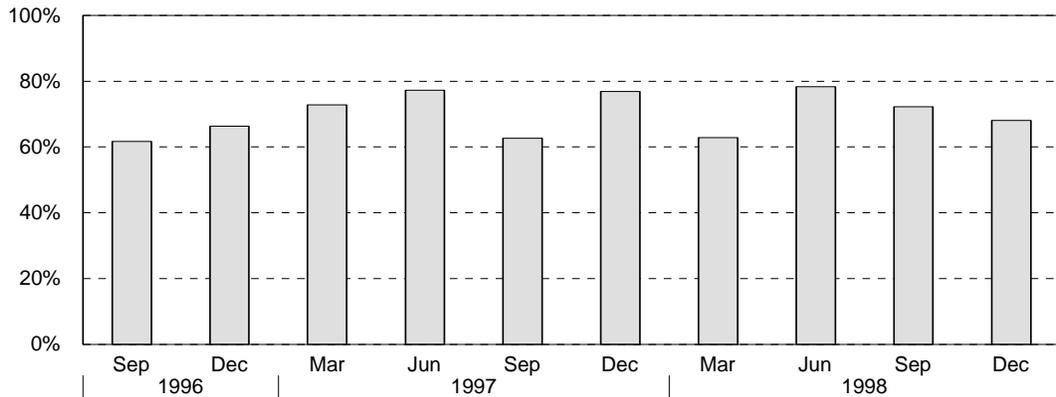
UI PERFORMS ANNUAL REPORT CY 1998
WISCONSIN

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	159,031	94.9%	90.1%	87%
Intrastate UI, full weeks - 35 Days	159,031	97.9%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	3,830	89.2%	78.4%	70%
Interstate UI, full weeks - 35 Days	3,830	95.7%	92.4%	78%
All First Payments - 14/21 Days	218,844	94.4%	89.2%	90% (FY '02)
All First Payments - 35 Days	218,844	97.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	133,229	82.4%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	111,326	86.9%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	133,229	74.6%	63.1%	none
Separation Issues within 21 Days	111,326	90.6%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	18,732	73.1%	67.9%	60%
Decisions within 45 Days of Filing	18,732	90.7%	85.4%	80%
Decisions within 90 Days of Filing	18,732	97.9%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	2,371	46.0%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	2,371	73.7%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	2,371	90.2%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	6,280	89.9%	69.8%	none
Wage Transfers Made within 14 Days	6,280	96.6%	97.3%	none
Billing Made within 45 Days	202	100.0%	92.6%	none
Reimbursements Made within 45 Days	209	100.0%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	2,275,630	91.6%	61.4%	none
Payments Made within 14 Days	2,275,630	96.9%	92.5%	none
Payments Made within 21 Days	2,275,630	98.2%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	372	70.0%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	72	90.8%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	4,167,471	62.5%	50.9%	none
Nonfraud Overpayment Recovery Rate	6,181,176	91.7%	56.1%	none

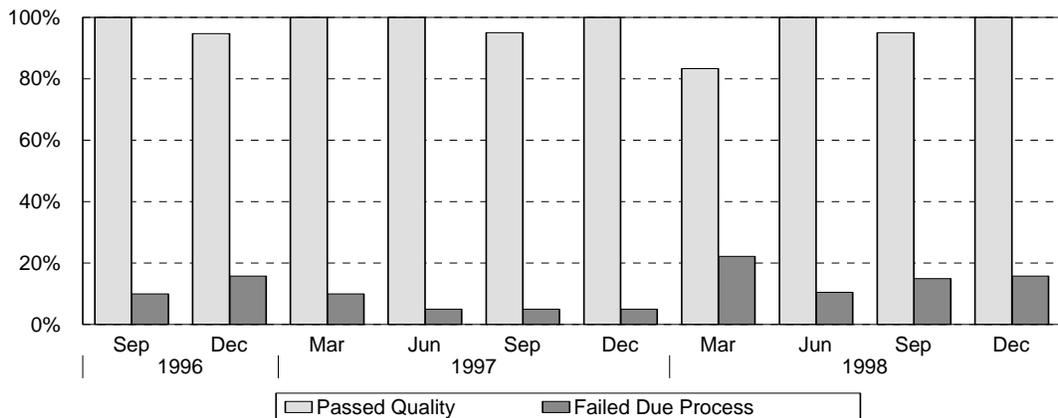
UI PERFORMS ANNUAL REPORT CY 1998
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	6.9	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	8.11	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$467,668,209	\$18.8 B	none
Sample Size	480	26,353	none
Proper Payment Rate	92.2 +/- 2.6	91.5%	none
Overpayment Rate	7.8 +/- 2.6	8.5%	none
Underpayment Rate	0.7 +/- 0.4	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



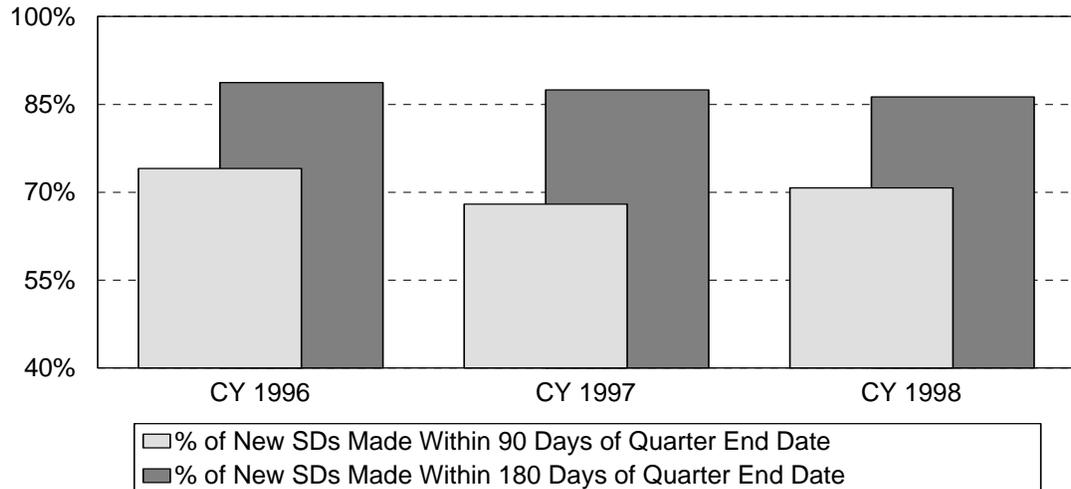
UI PERFORMS ANNUAL REPORT CY 1998
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	70.7%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	86.3%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	80.1%	67.0%
Percentage Made Within 180 Days	90.9%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	P	64.4% Pass
Accuracy In Postings?	P	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	92.5%	87.4%
Percentage Secured	96.9%	92.5%
Percentage Resolved	101.0%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	96.4%	79.8%
Percentage Secured	98.9%	85.9%
Percentage Resolved	100.6%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	92.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	7.7%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	2.5%	1.3%
Accounts Receivable As A Percentage Of Tax Due	1.3%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	94.6%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	5.5%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.0%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.7%	4.6%
Appropriate Actions Taken To Collect Tax Due?	P	48.9% Pass

UI PERFORMS ANNUAL REPORT CY 1998
WISCONSIN

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	3.3%	5.0%
Percentage Of Contributory Employers Audited	2.1%	2.0%
Annualized Percentage Of Total Wages Audited	2.2%	1.8%
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	F	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



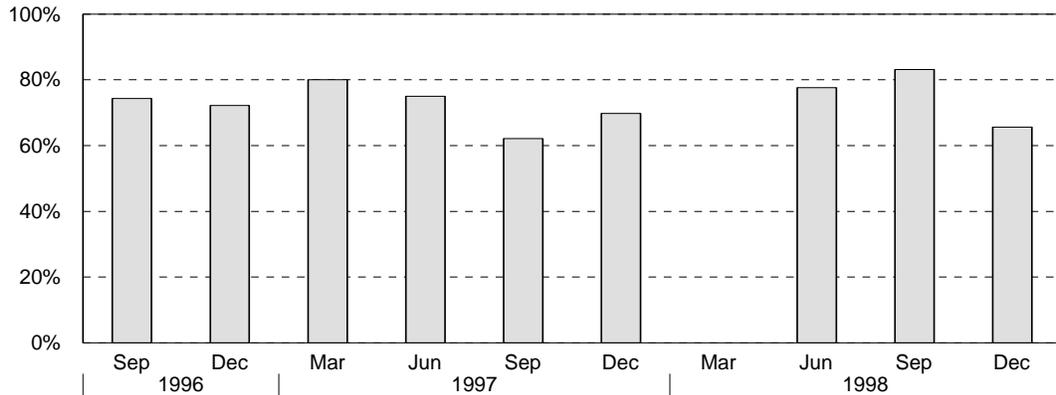
UI PERFORMS ANNUAL REPORT CY 1998
WYOMING

REPORTED MEASURE	WORKLOAD	STATE RESULTS	NATIONAL RESULTS	CRITERION
<i>First Payment Timeliness</i>				
Intrastate UI, full weeks - 14/21 Days	9,729	96.1%	90.1%	87%
Intrastate UI, full weeks - 35 Days	9,729	99.1%	97.2%	93%
Interstate UI, full weeks - 14/21 Days	793	83.6%	78.4%	70%
Interstate UI, full weeks - 35 Days	793	97.6%	92.4%	78%
All First Payments - 14/21 Days	10,813	94.9%	89.2%	90% (FY '02)
All First Payments - 35 Days	10,813	98.9%	97.0%	95% (FY '02)
<i>Nonmonetary Determinations Timeliness:</i>				
<i>Detection Date to Determination Date</i>				
Nonseparation Determ. within 14 Days	7,838	88.5%	68.6%	80% (FY '02)
Separation Determ. within 21 Days	4,938	95.2%	73.3%	80% (FY '02)
<i>Nonmonetary Issue Detection Timeliness:</i>				
<i>First Week Affected to Detection Date</i>				
Nonseparation Issues within 14 Days	7,306	78.8%	63.1%	none
Separation Issues within 21 Days	1,967	80.9%	90.7%	none
<i>Lower Authority Appeals Timeliness</i>				
Decisions within 30 Days of Filing	1,226	90.5%	67.9%	60%
Decisions within 45 Days of Filing	1,226	97.7%	85.4%	80%
Decisions within 90 Days of Filing	1,226	99.7%	95.5%	95% (FY '02)
<i>Higher Authority Appeals Timeliness</i>				
Decisions within 45 Days of Filing	201	84.6%	62.7%	50% (FY '00)
Decisions within 75 Days of Filing	201	99.0%	85.6%	80% (FY '00)
Decisions within 150 Days of Filing	201	100.0%	96.3%	95% (FY '00)
<i>Combined Wage Program Timeliness</i>				
Wage Transfers Made within 3 Days	1,518	0.0%	69.8%	none
Wage Transfers Made within 14 Days	1,518	92.2%	97.3%	none
Billing Made within 45 Days	186	100.0%	92.6%	none
Reimbursements Made within 45 Days	172	93.6%	96.4%	none
<i>Continued Claims Payment Timeliness</i>				
Payments Made within 7 Days	130,796	44.9%	61.4%	none
Payments Made within 14 Days	130,796	94.6%	92.5%	none
Payments Made within 21 Days	130,796	98.3%	96.3%	none
<i>Benefit Quality Measures</i>				
Nonmon. Determin. with Scores > 80%	160	75.1%	70.9%	75% (FY '02)
LA Appeals with Scores >= 85%	73	82.5%	90.5%	80% (FY '00)
<i>Benefit Payment Control</i>				
Fraud Overpayment Recovery Rate	147,194	45.1%	50.9%	none
Nonfraud Overpayment Recovery Rate	356,464	56.4%	56.1%	none

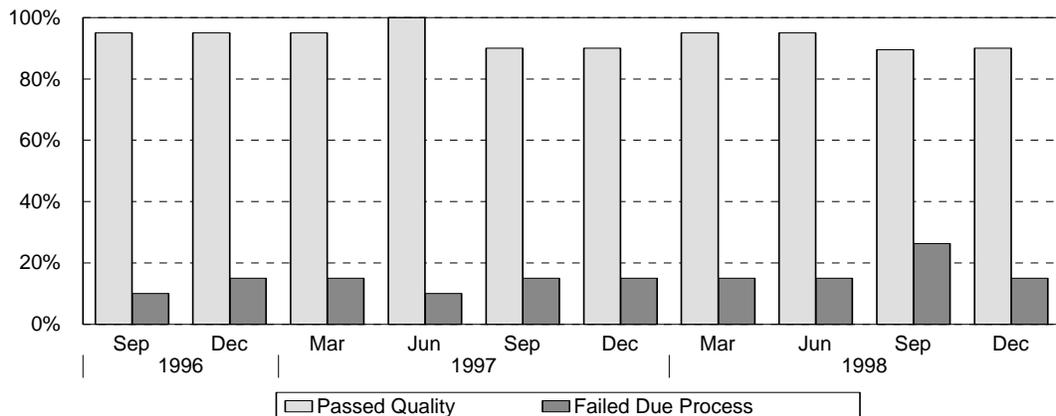
UI PERFORMS ANNUAL REPORT CY 1998
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS	CRITERION
Cash Management			
Average time (days) funds are on deposit before being transferred to Trust Fund	2.9	2.1 days	≤ 2 (FY '00)
Ratio of avg daily loanable balance in Clearing Account to avg daily transfer to Tust Fund	0.35	1.70	≤ 1.75 (FY '02)
Benefit Accuracy Measurement			
Total Dollars Paid in Population	\$24,104,280	\$18.8 B	none
Sample Size	360	26,353	none
Proper Payment Rate	90 +/- 3.4	91.5%	none
Overpayment Rate	10 +/- 3.4	8.5%	none
Underpayment Rate	0.3 +/- 0.2	0.9%	none
Footnotes:	none	--	--

Nonmonetary Quality Weighted Scores



Lower Authority Appeals Quality



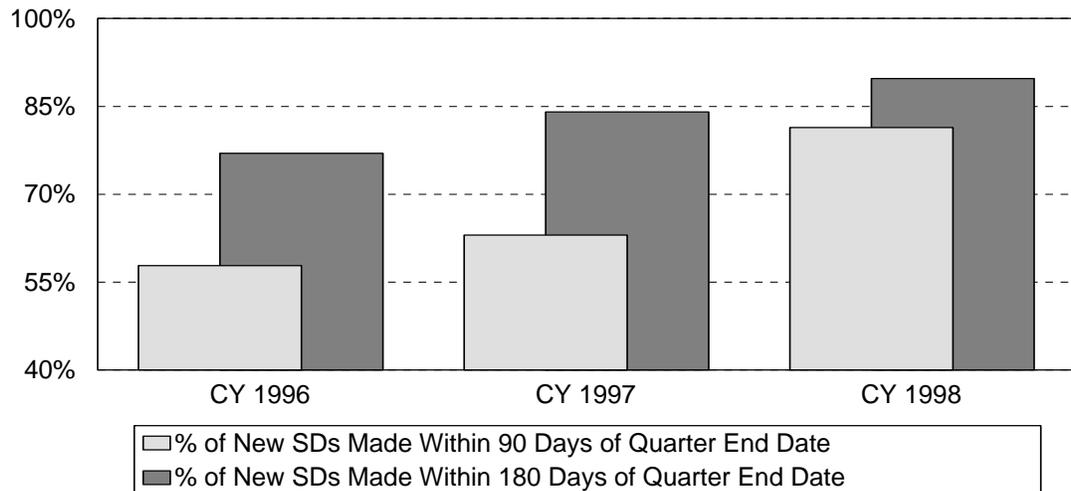
UI PERFORMS ANNUAL REPORT CY 1998
WYOMING

REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Status Determinations</i>		
New Employer Determinations:		
Percentage Made Within 90 Days (FY '00 criterion: 60%)	81.4%	78.0%
Percentage Made Within 180 Days (FY '00 criterion: 80%)	89.8%	89.7%
Accuracy In Determinations? (FY '02 criterion: ≤ 6 failed)	F	45.8% Pass
Accuracy In Postings?	F	39.6% Pass
Successor Determinations:		
Percentage Made Within 90 Days	69.4%	67.0%
Percentage Made Within 180 Days	79.2%	81.5%
Accuracy In Determinations?	F	54.2% Pass
Accuracy In Postings?	F	45.8% Pass
Inactivations:		
Accuracy In Determinations?	F	64.4% Pass
Accuracy In Postings?	F	64.6% Pass
<i>Report Delinquency</i>		
Reports From Contributory Employers:		
Percentage Filed Timely	86.8%	87.4%
Percentage Secured	99.4%	92.5%
Percentage Resolved	101.7%	97.1%
Reports From Reimbursing Employers:		
Percentage Filed Timely	91.8%	79.8%
Percentage Secured	98.8%	85.9%
Percentage Resolved	100.2%	87.5%
Appropriate Actions Taken To Resolve Delinquencies?	P	76.6% Pass
<i>Collections</i>		
Collections From Contributory Employers:		
Percentage Of Tax Due Paid Timely	88.4%	92.0%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	12.5%	8.1%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.8%	1.3%
Accounts Receivable As A Percentage Of Tax Due	5.9%	2.2%
Collections From Reimbursing Employers:		
Percentage Of Tax Due Paid Timely	98.0%	80.6%
Turnover Ratio - Ratio Of Receivables Liquidated Or Declared Uncollectible/Doubtful To Tax Due	3.2%	19.4%
Percentage of Tax Due Declared Uncollectible/Doubtful	0.7%	1.2%
Accounts Receivable As A Percentage Of Tax Due	0.1%	4.6%
Appropriate Actions Taken To Collect Tax Due?	F	48.9% Pass

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REPORTED MEASURE	STATE RESULTS	NATIONAL RESULTS
<i>Cashiering</i>		
Remittances Deposited Within Three Days?	P	92.0% Pass
<i>Field Audit</i>		
Percent Change In Total Wages Resulting From Audits	2.2%	5.0%
Percentage Of Contributory Employers Audited	3.8%	2.0%
Annualized Percentage Of Total Wages Audited	1.8%	1.8%P
Audits Meet Employment Security Manual Requirements?	P	64.6% Pass
<i>Account Maintenance</i>		
Accuracy In Report Processing?	P	96.0% Pass
Accuracy In Contributory Employer Billing?	P	84.8% Pass
Accuracy In Reimbursing Employer Billings?	P	85.7% Pass
Accuracy In Credits/Refunds?	P	73.9% Pass
Accuracy In Benefit Charging?	P	89.6% Pass
Accuracy In Experience Rating?	P	87.8% Pass

New Status Determinations Timelapse



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UI PERFORMS ANNUAL REPORT CY 1998
APPENDIX A: BAM DATA AND FOOTNOTES

The reported BAM data comprises five pieces of information: total dollars paid in the population, sample size, proper payment rate, overpayment rate, and underpayment rate. In addition, some States' reports include footnotes that describe certain conditions that affect the data. All States have been given the opportunity to provide a narrative to accompany their annual report.

States can generate a variety of estimates based on the BAM sample including:

1. The percentage of cases properly paid,
2. The percentage of dollars properly paid,
3. The percentage of cases paid in error (both overpaid and underpaid),
4. The percentage of dollars paid in error,
5. Any of the above broken down by responsibility and cause.

Estimates based on completed cases can be calculated by the BAM software for any period of time.

POPULATION AND SAMPLE SIZE

“Total Dollars Paid in Population” is the total UI benefits paid for the population of UI claims which comprised the sampling frames for all weeks in CY 1998 for which the State pulled BAM samples.

“Sample Size” is the number of BAM payments from covered UI programs selected for investigation during CY 1998 that have been completed and entered into the computer on or before April 30, 1999.

ESTIMATES OF ERROR

“Proper Payments” is the combined ratio estimate of total dollars properly paid to total dollars paid, expressed as a percentage.

“Overpayments” is the combined ratio estimate of total dollars overpaid to total dollars paid, expressed as a percentage. All estimates are based upon official actions only.

“Underpayments” is the combined ratio estimate of total dollars underpaid to total dollars paid, expressed as a percentage.

“95% Confidence Interval”, expressed as +/- percentage points, is shown for each of the three estimated rates: proper payments, overpayments, and underpayments. The actual rate is expected to lie within ninety-five percent of the intervals constructed from repeated samples of the same size and selected in the same manner as the BAM sample.

UI PERFORMS ANNUAL REPORT CY 1998
APPENDIX A: BAM DATA AND FOOTNOTES

FOOTNOTES

#1. If a State's database contains cases that were coded as overpayments, but official action on these overpayments was precluded by the State's "formal warning" provision, the following footnote will appear:

Claimants failing to conduct required work search were given formal warnings and no overpayment was established. The proper payment rate would be lower and the overpayment rate would be higher if these cases were counted as erroneous payments.

#2. If a sample was not pulled for any week during 1998, the following footnote will appear:

Percentages apply to less than a complete year of UI payments; the State did not pull a sample for "##" weeks.

#3. If a State selected one or more BAM weekly samples below the minimum level prescribed in ET Handbook No. 395, the following footnote will appear:

The State selected samples that were below the minimum prescribed levels for "##" weeks.

#4. If BAM monitoring conducted by the Department's Regional Offices and National Office indicates that estimates are believed to be based on data not collected in accordance with BAM methodology prescribed in ET Handbook No. 395, the following footnote will appear:

Percentages are based on data collection procedures that were not completely in accordance with BAM methodology prescribed in ET Handbook No. 395.

#5. If the State failed to meet case completion objectives established in ET Handbook No. 395, the following footnote will appear:

The State completed "##.##%" of the cases within 90 days.
The BAM program standard is 95% completed within 90 days.

#6. If more than 2% of the cases were not completed when this report was prepared, the following footnote will appear:

"##.##%" of the sample cases were not completed when this report was prepared. This exceeded the BAM program requirement that no more than 2% of the cases for the year remain incomplete.

UI PERFORMS ANNUAL REPORT CY 1998
APPENDIX A: BAM DATA AND FOOTNOTES

#7. The percentage variable in the footnote is the number of cases that had not been signed off by the BAM supervisor by April 30, 1999, divided by the number of cases selected for BAM weekly samples during CY 1998.

#8. If the State's annual sample selection is 60 or more cases below its allocated annual sample, the following footnote will appear:

The annual sample for "State's Name" is "##" cases below the allocated annual sample for the State. The precision of the data might be reduced due to the failure to sample at the prescribed level.

#9. If the dollars paid in the BAM population for CY 1998 vary from the dollars paid reported in the State's ETA 5159 (Claims and Payment Activities) reports by more than the statistical control limit, the following footnote will appear:

The population from which the BAM sample was selected did not include all of the UI benefits paid. This limits the degree to which inferences about the population can be made from BAM data.

EXCLUDED CASES

Occasionally, cases that are not part of the BAM survey population (for example interstate payments or supplemental payments) inadvertently enter the BAM sampling frame, usually due to coding errors. Any such cases that are identified in the BAM sample are excluded from the Annual Report data. Accordingly, the total dollars paid in the population is adjusted to exclude the dollars paid for any non-BAM cases. Excluded dollars are estimated using the combined ratio of the dollars paid for excluded payments in the BAM sample to the total dollars paid for all payments in the BAM sample.

The proper, overpayment, and underpayment rate estimates are based on the number of BAM sample cases completed by the State, excluding the non-BAM cases. This number is reported in the Annual Report as the "Sample Size". The BAM case completion and time lapse data used to determine the applicability of footnotes were computed excluding the non-BAM cases.

UI PERFORMS ANNUAL REPORT CY 1998

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

This appendix provides a technically complete but concise definition of all Tier II measures, including the report and cell numbers in the Unemployment Insurance Data Base from which the measures are computed. The benefit measures are defined in Table 1. The report cells for the benefit measures are listed in Table 2. The computed tax measures are defined in Table 3. Information on the acceptance samples are displayed in Table 4.

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Wks	Table
First Payment Time Lapse, 14/21 days, Partial Payments	% within 14/21 days	Both	State UI	Partials	ar9050p
UCFE First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCFE	Both	ar9050
UCX First Payment Time Lapse, 14/21 days	% within 14/21 days	both	UCX	Both	ar9050
Intrastate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Intra	State UI	Both	ar9050
Interstate UI First Payment Time Lapse, 14/21 days	% within 14/21 days	Inter	State UI	Both	ar9050
Workshare First Payments, 14/21 days	% within 14/21 days	Both	All	Both	ar9050
Continued Claims Time Lapse, 14 Days	% within 14 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 21 Days	% within 21 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 28 Days	% within 28 days	Both	All	Both	ar9051
Continued Claims Time Lapse, 14 Days, Partials	% within 14 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 21 Days, Partials	% within 21 days	Both	All	Partials	ar9051
Continued Claims Time Lapse, 28 Days, Partials	% within 28 days	Both	All	Partials	ar9051
Workshare Continued Weeks Time Lapse, 14 days	% within 14 days	Both	All	Both	ar9051

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9052
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9052
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	% within 21 days	Intrastate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	% within 21 days	Interstate	All	Both	ar9053
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	% within 14 days	Intrastate	All	Both	ar9053

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	% within 14 days	Interstate	All	Both	ar9053
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	% 25 days or less old	Both	All	Both	ar9055l
Lower Authority Appeals, Pending Cases Aged More than 40 Days	% more than 40 days old	Both	All	Both	ar9055l
Lower Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055l
Lower Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055l
Average Days to Implement Lower Authority Appeals Decision	Average # of days	Both	All	Both	ar9057
Percent of Lower Authority Appeals Decisions Passing Due Process	% of Sampled Cases w/o errors	Both	All	Both	ar9057t
Months Worth of Pending Lower Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055l and 5130
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	% 40 days or less old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 70 Days	% more than 70 days old	Both	All	Both	ar9055h

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 1

Benefit Measures	Units	Intrastate/ Interstate	Programs	Full/Part Weeks	Table
Higher Authority Appeals, Pending Cases Aged More than 120 Days	% more than 120 days old	Both	All	Both	ar9055h
Higher Authority Appeals, Pending Cases Aged More than 360 Days	% more than 360 days old	Both	All	Both	ar9055h
Months Worth of Pending Higher Authority Appeals	Ratio of Pending Cases to Avg. Mo. Decision Rate	Both	All	Both	ar9055h and ar5130
CWC Wage Transfer Time Lapse: 3-Day	% within 3 days	Both	All	Both	ar586
CWC Billing Timeliness: 14- Day	% within 14 days	Both	All	Both	ar586
CWC Reimbursement Timeliness: 14-Day	% within 14 days	Both	All	Both	ar586
Benefit Payment Control, Nonfraud Collections	% \$ estab. collected	Both	All	Both	ar227
Benefit Payment Control, Fraud Collections	% \$ estab. collected	Both	All	Both	ar227

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
First Payment Time Lapse, 14/21 days, Partial Payments	$\text{sum}(c10+c14+c18+c22)$ for Sts w/o ww + $\text{sum}(c10+c14+c18+c22+c26+c30)$ for Sts with ww}/ $\text{sum}(c2+c6)$
UCFE First Payment Time Lapse, 14/21 days	$\text{sum}(c11+c15+c19+c23)$ for Sts w/o ww + $\text{sum}(c11+c15+c19+c23+c27+c31)$ for Sts with ww}/ $\text{sum}(c3+c7)$
UCX First Payment Time Lapse, 14/21 days	$\text{sum}(c12+c16+c20+c24)$ for Sts w/o ww + $\text{sum}(c12+c16+c20+c24+c28+c32)$ for Sts with ww}/ $\text{sum}(c4+c8)$
Intrastate UI First Payment Time Lapse, 14/21 days	$\text{sum}(c10+c18)$ for Sts w/o ww + $\text{sum}(c10+c18+c26)$ for Sts with ww}/ $\text{sum}(c2)$
Interstate UI First Payment Time Lapse, 14/21 days	$\text{sum}(c14+c22)$ for Sts w/o ww + $\text{sum}(c14+c22+c30)$ for Sts with ww}/ $\text{sum}(c6)$
Workshare First Payments, 14 days	$\text{sum}(c2+c3)/\text{sum}(c1)$
Continued Claims Time Lapse, 14 Days	$\text{sum}(c9+c13+c17+c21)/\text{sum}(c1+c5)$
Continued Claims Time Lapse, 21 Days	$\text{sum}(c9+c13+c17+c21+c25+c29)/$ $\text{sum}(c1+c5)$
Continued Claims Time Lapse, 28 Days	$\text{sum}(c9+c13+c17+c21+c25+c29+c33+c37)/$ $\text{sum}(c1+c5)$
Continued Claims Time Lapse, 14 Days, Partial	$\text{sum}(c9+c13+c17+c21)/\text{sum}(c1+c5)$
Continued Claims Time Lapse, 21 Days, Partial	$\text{sum}(c9+c13+c17+c21+c25+c29)/$ $\text{sum}(c1+c5)$
Continued Claims Time Lapse, 28 Days, Partial	$\text{sum}(c9+c13+c17+c21+c25+c29+c33+c37)/$ $\text{sum}(c1+c5)$
Workshare Continued Weeks Time Lapse, 14 days	$\text{sum}(c2+c3)/\text{sum}(c1)$
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Separations, 21 days	$\text{sum}(c9+c17+c25)/\text{sum}(c1)$
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Separations, 21 days	$\text{sum}(c13+c21+c29)/\text{sum}(c5)$

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
Nonmonetary Determinations Detection to Decision Time Lapse, Intrastate Nonseparations, 14 days	$\text{sum}(c105+c113)/\text{sum}(c97)$
Nonmonetary Determinations Detection to Decision Time Lapse, Interstate Nonseparations, 14 days	$\text{sum}(c109+c117)/\text{sum}(c101)$
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Separations, 21 days	$\text{sum}(c9+c17+c25)/\text{sum}(c1)$
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Separations, 21 days	$\text{sum}(c13+c21+c29)/\text{sum}(c5)$
Nonmonetary Determinations Affected Week to Detection Time Lapse, Intrastate Nonseparations, 14 days	$\text{sum}(c105+c113)/\text{sum}(c97)$
Nonmonetary Determinations Affected Week to Detection Time Lapse, Interstate Nonseparations, 14 days	$\text{sum}(c109+c117)/\text{sum}(c101)$
Lower Authority Appeals, Pending Cases Aged 25 Days or Less	$\text{sum}(c2)/\text{sum}(c1)$
Lower Authority Appeals, Pending Cases Aged More than 40 Days	$\text{sum}(c1-c2-c3)/\text{sum}(c1)$
Lower Authority Appeals, Pending Cases Aged More than 120 Days	$\text{sum}(c6+c7+c8)/\text{sum}(c1)$
Lower Authority Appeals, Pending Cases Aged More than 360 Days	$\text{sum}(c8)/\text{sum}(c1)$
Average Days to Implement Lower Authority Appeals Decision	$c36-c35$
Percent of Lower Authority Appeals Decisions Passing Due Process	Number of cases where none of {c9,c13,c14,c22,c25,c26,c28,c29} equal "U" divided by the number of cases where c39>0
Months Worth of Pending Lower Authority Appeals	$\text{ar}90551.c1$ for the latest month divided by $\text{avg}(\text{ar}5130.c51)$ over the last 6 months
Higher Authority Appeals, Pending Cases Aged 40 Days or Less	$\text{sum}(c2)/\text{sum}(c1)$
Higher Authority Appeals, Pending Cases Aged More than 70 Days	$\text{sum}(c1-c2-c3)/\text{sum}(c1)$
Higher Authority Appeals, Pending Cases Aged More than 120 Days	$\text{sum}(c5+c6+c7)/\text{sum}(c1)$

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 2

Benefit Measures	Table Cells
Higher Authority Appeals, Pending Cases Aged More than 360 Days	$\text{sum}(c7)/\text{sum}(c1)$ for last month of period
Months Worth of Pending Higher Authority Appeals	$\text{ar}9055h.c1$ for the last month of period divided by $\text{avg}(\text{ar}5130.c52)$ over the last 6 months of period
CWC Wage Transfer Time Lapse: 3-Day	$\text{sum}(c84)/\text{sum}(c26)$
CWC Billing Timeliness: 14-Day	$\text{sum}(c72)/\text{sum}(c70)$
CWC Reimbursement Timeliness: 14-Day	$\text{sum}(c73)/\text{sum}(c71)$
Benefit Payment Control, Nonfraud Collections	$\text{sum}(c41+c45)/\text{sum}(c29+c61-c69)$
Benefit Payment Control, Fraud Collections	$\text{sum}(c39+c43)/\text{sum}(c3+c59-c67)$

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 3

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Successor Status Determination Timeliness, 90-day	% w/in 90 days	All	ar581	sum(c59)/sum(c68)
Successor Status Determination Timeliness, 180-day	% w/in 180 days	All	ar581	sum(c60)/sum(c68)
Contributory Employer Report Timeliness: Timely Filing	% Employers filing on Time	Contrib	ar581	sum(c53)/sum(c1), c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Contrib	ar581	sum(c54)/sum(c1), c1 w/1 qtr lag
Contributory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Contrib	ar581	sum(c55)/sum(c1), c1 w/2 qtr lag
Reimbursing Employer Report Timeliness: Timely Filing	% Employers filing on Time	Reimb	ar581	sum(c56)/sum(c2), c2 w/1 qtr lag
Reimbursing Employer Report Timeliness: Reports Secured w/in 1 qtr after report is due	% Reports Secured	Reimb	ar581	sum(c57)/sum(c2), c2 w/1 qtr lag
Reimbutory Employer Report Timeliness: Reports resolved w/in 2 qtrs after report is due	% Reports Resolved	Reimb	ar581	sum(c58)/sum(c2), c2 w/2 qtr lag
Contributory Employers, Amounts Due Paid Timely	% Due Received on Time	Contrib	ar581 and ar2112	1-sum(ar581.c15)/(sum(ar2112.c9)+sum(ar581.c15-ar581.c16))
Contributory Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Contrib	ar581 and ar2112	sum(ar581.c16+ar581.c17+ar581.c64)/(sum(ar2112.c9)+sum(ar581.c15-ar581.c16))

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 3

Tax Computed Measures	Units	Type of Employer	Table	Table Cells
Contributory Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Contrib	ar581 and ar2112	$\text{sum}(\text{ar581.c17}+\text{ar581.c64})/(\text{sum}(\text{ar2112.c9})+\text{sum}(\text{ar581.c15}-\text{ar581.c16}))$,
Contributory Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Contrib	ar581 and ar2112	$\text{sum}(\text{ar581.c18})/(\text{sum}(\text{ar2112.c9})+\text{sum}(\text{ar581.c15}-\text{ar581.c16}))$, c18 for last qtr, other cells for 4 qtrs
Reimbursing Employers, Amounts Due Paid Timely	% Due Received on Time	Reimb	ar581 and ar2112	$1-\text{sum}(\text{ar581.c20})/(\text{sum}(\text{ar2112.c27}+\text{ar2112.c29}+\text{ar2112.c31})+\text{sum}(\text{ar581.c20}-\text{ar581.c21}))$
Reimbursing Employers, Turnover Ratio	Ratio, receiv liq + uncoll. + doubtful/ tax due	Reimb	ar581 and ar2112	$\text{sum}(\text{ar581.c21}+\text{ar581.c22}+\text{ar581.c65})/(\text{sum}(\text{ar2112.c27}+\text{ar2112.c29}+\text{ar2112.c31})+\text{sum}(\text{ar581.c20}-\text{ar581.c21}))$
Reimbursing Employers, Uncollectible Receivables	% Tax Due Declared Uncollectible	Reimb	ar581 and ar2112	$\text{sum}(\text{ar581.c22}+\text{ar581.c65})/(\text{sum}(\text{ar2112.c27}+\text{ar2112.c29}+\text{ar2112.c31})+\text{sum}(\text{ar581.c20}-\text{ar581.c21}))$
Reimbursing Employers, Unpaid Contributions	Accounts Receivable End of Pd. as % of Tax Due	Reimb	ar581 and ar2112	$\text{sum}(\text{ar581.c23})/(\text{sum}(\text{ar2112.c27}+\text{ar2112.c29}+\text{ar2112.c31})+\text{sum}(\text{ar581.c20}-\text{ar581.c21}))$ c23 for last qtr, other cells for 4 qtrs
Wage Change Due to Field Audit	% of Wages Audited Changed by Audit	Contrib	ar581	$\text{sum}(\text{c40a}+\text{c37a})/\text{sum}(\text{c66})$
Contributory Employers Audited	Audits as % of employers	Contrib	ar581	$\text{sum}(\text{c25b})/\text{sum}(\text{c1})$, c1 w/5 qtr lag
Contributory Employers, Wages Audited	Audited Wages as % Total Wages	Contrib	ar581 and ar202	$\text{sum}(\text{ar581.c67})*\text{sum}(\text{ar581.c25b})*4/(\text{sum}(\text{ar581.c26a})*\text{sum}(\text{ar202.c5}))$, c5 w/4 qtr lag

UI PERFORMS ANNUAL REPORT CY 1998

APPENDIX B: TIER II MEASURES

TABLE 4

Name/Transactions	Description	Sample Size	Failures to Pass
New Status Determinations	Evaluates accuracy by rating sample of determinations using 11-question review instrument	60	<4
New Status Determinations Posting	Evaluates posting accuracy by rating sample of new accounts using 15-question review instrument	60	<4
Successor Status Determinations	Evaluates accuracy by rating sample of determinations using 9-question review instrument	60	<4
Successor Status Determinations Posting	Evaluates posting accuracy by rating sample of Inactivation/Termination accounts using multi-part review instrument	60	<4
Inactivation/Termination Status Determinations	Evaluates accuracy by rating sample of determinations using 4-question review instrument	60	<4
Inactivation/Termination Status Determinations Posting	Evaluates posting accuracy by rating sample of Inactivated/Terminated accounts using multi-part review instrument	60	<4

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APPENDIX C: STATE NARRATIVES

States were invited to submit a short narrative analysis of their annual reports. Any narratives submitted to the Department electronically, on or before June 4, 1999, are included in this appendix. State narratives are displayed in alphabetical order. The content of each State's narrative is at the discretion of the individual State.

UI PERFORMS ANNUAL REPORT CY 1998
CALIFORNIA

In 1998, the California Employment Development Department's (EDD) Quality Control (QC) Section examined 1,729 randomly selected unemployment insurance (UI) benefit payments. The Quality Control (QC) Section met or exceeded all federal timeliness guidelines for the UI Benefit Accuracy Measurement (BAM) program in completing these cases.

The BAM overpayment rate for 1998 was 5.9%. Separation issues were the leading cause accounting for 46.3% of the amount overpaid. The claimants were responsible for 37.0% of the amount overpaid.

The roll-out of the EDD's strategic plan and the implementation of telephone claim filing (TCF) continued during 1998. Among other accomplishments, the final TCF call center became fully operational during the year. It should be noted that the 1998 BAM overpayment rate, 5.9%, is basically the same as it was under in person service operations.

The California EDD will continue to monitor the effects of changes to the UI system and operation using the BAM data.

UI PERFORMS ANNUAL REPORT CY 1998
CONNECTICUT

During the calendar year 1998, Connecticut's Benefit Accuracy Measurement (BAM) program exceeded all established federal performance standards for case timeliness. A total of 480 case investigations were completed, which is the required annual sample.

Connecticut paid approximately \$332 million dollars in UI benefits in 1998. The percentage of dollars paid without error increased from 95.7% in 1997 to 97.2% in 1998. Overpayments decreased from 4.3% in 1997 to 2.8% in 1998.

The percentage of dollars paid in error attributed to the claimant decreased from 82.9% in 1997 to 72% in 1998. This decrease is attributed to a reduction in instances of claimant fraud and the incorrect reporting of partial earnings. Claimant error continues to account for a vast majority of the dollars overpaid.

Connecticut currently employs voice response technology for continued claim filing for both full and partial benefits. A review of BAM data from prior years indicate that this technology has had no detrimental impact on payment rates.

The dollar amount overpaid where the agency is the responsible party is so small that the error estimate is considered unreliable. The data will be viewed as an additional tool to aid in performance improvement.

UI PERFORMS ANNUAL REPORT CY 1998
INDIANA

Indiana sampled 690 benefit payments in the calendar year 1998. Based on audit findings, it is estimated that 85.1% (+/- 2.8%) were properly paid. This is a 1.7% percent decrease from 1997. This small decrease in proper payments can be attributed to an increase in Work Search Issues and Benefit Year Earnings errors.

The majority of the overpayments were caused by errors pertaining to: Work Search (35.4%), Benefit Year Earnings (25.3%), Eligibility - Registration (22.5%), Separation (14.5%), and Base Period Wages (1.4%).

Claimants are responsible (solely or jointly) for 78.9% of overpayment dollars. The agency is responsible (solely or jointly) for 23.7% of dollars overpaid. Employers are solely or jointly responsible for 15% of dollars overpaid.

The increase in Work Search Issues is due partly to claimants misrepresenting their recall status. Benefit Year Earnings Errors has increased because some claimants are still reporting their partial earnings inaccurately.

Indiana is continuing its efforts to reduce payment errors. Program improvement initiatives are focusing on staff, employer, and claimant education. Claimant self-entry has been implemented in every office, which is allowing staff more time to focus on claimant profiling, job placement and employer issues.

The Indiana Department of Workforce Development is currently working on an automated system, which will let UI claimants use the phone to file continued claims. This system is planned to be in place later this fall.

UI PERFORMS ANNUAL REPORT CY 1998

IOWA

During the 1998 calendar year Iowa randomly selected 480 unemployment insurance payments for analysis. After investigation, it was determined that 91.9% (+/-2.5%) were paid properly. The balance of 8.1% (+/-2.5%) were overpaid. This represents a decrease of .3% in properly made payments from last year and a similar increase in overpayments.

Breakouts for the areas contributing to the overpayments are as follows: separation issues 1.4%, benefit year earnings issues 19.1%, eligibility issues excluding work search 9.0%, other issues 6.6%, base period wage issues 3.9%, and work search issues 0.0%.

Of obvious concern to Iowa is the increase (22.7%) due to separation issues. Although, at first glance, it would appear that this increase was due to improper decision making; in fact, that was not the case. Further investigation revealed that the separation errors were fairly evenly split between agency procedures, increased workload due to Disaster Unemployment Assistance claims, and inadequate information provided by claimants or employers.

It was encouraging to note that errors due to benefit year earnings issues improved 24.9% since last year. The improvement was due to a decline in the average dollar value of the overpayments rather than a decrease in the percent of issues resulting in overpayments due to benefit year earnings errors. Interestingly, the 1998 decline occurred after several years of movement in the opposite direction.

It is also noteworthy that, for the second year in a row, errors due to work search issues remained at 0.0%. In the last half of 1994 new work search procedures were implemented as a result of technology advancements. Implementation of the new procedures resulted in a 13% increase in errors for this area in 1994. Although still an area of concern in 1995, the necessary internal actions had been taken to address the situation. By 1996 the problem was under control (down to only 4.3% error rate). Reports for 1997 and 1998 substantiate that the problem in this area has been resolved.

Iowa will continue to use the Benefit Accuracy Measurement Annual Report as a means to successfully identify and address areas of concern within the Iowa Unemployment Insurance Program.

UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

The Unemployment Insurance Benefit Accuracy Measurement Program provides information on errors made in Unemployment Insurance (UI) benefit payments.

During calendar year 1998, the BAM program selected 360 benefit claim weeks for audit. These 360 weeks were selected from a total of 340,602 benefit weeks paid.

The results of the audit show that 83.2 percent of the claims were paid correctly, a 4 percent decrease from 1997, and 22.5 percent of the claims were found to have errors, a 6 percent decrease from 1997. Benefit Year Earnings errors accounted for the largest dollar amount of errors, accounting for 44.8 percent of the total errors found, and fraud was found in five cases, or 1.3 percent of the cases audited, a decrease from 1997.

Claimants caused forty three percent of the errors found. The large number of claimant errors is primarily due to misreporting benefit year earnings and hours in the continued claim process.

When problem areas are identified, studies are conducted to evaluate and improve the system and recommendations are then presented to the program affected.

Over the past year, the Montana Unemployment Insurance Program has been developing a new computerized benefits system to replace the 14 year old mainframe system currently in use. The new system will be based on an Oracle database and will incorporate Imaging and Workflow components into the overall system. The system will allow staff to utilize their time more efficiently and help our clients in a more expedient manner.

The Montana Unemployment Insurance Division instituted a Process Improvement Project (PIP) to find improved methods of taking claims. The result was a reorganization of claims-taking and adjudication staff into teams. There will also be improved measurement of claims activity to assure a more holistic, customer-focused program.

During 1998 the BAM staff participated in training Customer Service Representatives. They reviewed cases as part of the Benefit Timeliness and Quality review process. BAM members also participated on both the new UI Benefits computer system design and Department security teams, and rewrote the Montana BAM Policy Manual.

In an effort to better serve Montana employers, the Tax Collection and Audit functions of the Unemployment Insurance Division was relocated to the Montana Department of Revenue in 1997. While oversight and Trust Fund management of the program remains with the Unemployment Insurance Division, all other functions are with the Department of Revenue. This relocation of services reduces the number of stops employers need to make to gain information regarding their tax information or to set up accounts.

UI PERFORMS ANNUAL REPORT CY 1998
MONTANA

As in years past, UI Division staff visited Montana communities to provide clinics, workshops and training for employers and Job Service staff. Resolving reporting errors made by claimants and employers is a priority of the UI Division and the Quality Control program.

UI PERFORMS ANNUAL REPORT CY 1998
NORTH CAROLINA

As part of the UI Benefit Accuracy Measurement (BAM) Program in 1998, Quality Control Program staff audited 768 benefit payments made to claimants. Results showed that 90.2 percent of the dollars paid in unemployment insurance benefits in North Carolina were paid properly. Over 79 percent of the benefit dollars overpaid were due to claimant and/or employer errors which are difficult to control.

The most significant data finding for 1998 is that for the first time since Quality Control audits began in 1985, work search issues were no longer the greatest cause of overpayments. For 1998, work search fell behind weekly earnings and separation issues as causing the largest dollar amount of overpayments in the sample cases. Improved claimant education in work search responsibilities is felt to be the leading cause in the error reduction.

The Employment Security Commission of North Carolina will continue to use Benefit Accuracy Measurement data to enhance the accuracy of unemployment insurance benefit payments.

UI PERFORMS ANNUAL REPORT CY 1998

OHIO

In 1998, the Ohio Benefits Accuracy Measurement program audited 485 paid weeks of unemployment benefits. The program met all federal standards for 1998.

Ohio has stringent work search requirements which call for unemployed workers to register with state Employment Services, make weekly job contacts with employers, retain a written record of their job contacts and to report in-person to field offices for periodic eligibility reviews. These work search requirements are intended to assist the unemployed individual in returning to work as soon as possible and reduce the weeks of unemployment paid. The strict work search requirements benefit the overall unemployment insurance program in Ohio. The duration of unemployment in Ohio has been reduced from 13.3 weeks in 1997 to 11.9 weeks in 1998, thereby reducing trust fund payments by \$100.9 million. This is the lowest duration of unemployment in Ohio since 1974. The strict work search requirements assist Ohio to surpasses the national average for duration of unemployment which was 13.9 weeks in 1998.

In an effort for continuous quality improvement, Ohio intends to implement several changes to the work search policy in 1999. These changes will allow more flexibility in assigning work search requirements. Ohio anticipates that the policy changes will further reduce the duration of unemployment, and decrease the dollars overpaid due to work search errors.

In 1998 the Benefits, Timeliness and Quality (BTQ) review showed steady improvement in quality through the year. The results increased from 59.15% for the first quarter 1998 to 73.37% for the fourth quarter 1998. Ohio attributes this improvement to the development of a workload reporting guide for staff, intensive nonmonetary (separation and nonseparation) training and the implementation of Adjudication centers. Currently 16 of our 56 field offices send their separation issue claims to an Adjudication center, with 2 more participating beginning June, 1999. It is anticipated that an additional Adjudication center will open during 1999. Ohio expects future results to reflect the same increases in quality.

The 1998 review of Ohio's tax functions was successfully completed in accordance with TPS requirements. The results of the 1998 TPS review revealed Ohio's tax program maintains consistent, current policies and procedures in all its tax transactions; that all thirteen acceptance samples passed, demonstrating accurate and timely application of Ohio's policies and procedures; and the computed measures indicators confirmed Ohio is accurately reporting its tax activity.

Ohio is continuing to re-engineer the Unemployment Insurance Benefits Delivery System. The project's mission is to redesign business processes and apply advanced technology to improve accuracy, accountability, accessibility, and efficiency of UI benefits services for employer and claimant customers. Continuous improvement is our goal.

UI PERFORMS ANNUAL REPORT CY 1998
SOUTH CAROLINA

In 1998, the Benefits Accuracy Measurement Staff investigated 497 cases. The overall proper payment rate increased from 87.9 percent in CY 1997 to 88.1 percent of total benefits paid in CY 1998, an increase of 0.2 percentage points.

Over 89 percent of the dollars overpaid were due to claimant and or employer error. Claimants were the largest contributor to overpayments (80.9%). "Agency only" responsibility for overpayments fell from 1.87% of all payments to 1.25% relative to the previous year.

The largest cause of these overpayments was unreported or incorrectly reported benefit year earnings, which amounted to 39.3 percent of all dollars overpaid (4.68% of all payments). The agency has recently begun crossmatching claim status with New Hire Directory information in an effort to further reduce unreported earnings overpayments. Various other actions continue to be made to reduce this cause of overpayments.

There was an absolute decline in overpayments by all other causes when compared to the previous year.

All problems found in UI benefit payments that can be directly impacted by UI Division action, have been identified by Quality Control and all efforts will be made to eliminate them.

UI PERFORMS ANNUAL REPORT CY 1998

VIRGINIA

In CY 1998, the Virginia Employment Commission properly paid 80.8 percent, or \$138,441,462, of the \$171,338,443, total unemployment benefits paid.

Of the total dollars paid, claimants were responsible for 15.9 percent, or \$27,238,700, paid in error, an increase from 15.1 percent in CY 1997. Virginia law requires that individuals actively look for work and document information about the employers contacted during each week for which a claim is filed.

Claimants provided inaccurate or fraudulent information about their efforts to find work which caused 10.44 percent of the total dollars paid to be in error. This compares to 10.24 percent the previous year. Claimants also misreported casual earnings. This accounted for 4.67 percent of the total dollars paid, compared with 2.29 percent the previous year. Benefits paid to claimants who misrepresented or withheld information about their most recent employment increased from 2.45 percent in 1997 to 2.50 percent in 1998. Benefits paid to claimants who misrepresented their eligibility for other reasons decreased from 2.43 percent in 1997 to 1.44 percent in 1998.

UI PERFORMS ANNUAL REPORT CY 1998
WEST VIRGINIA

The Quality Control Unit of the West Virginia Bureau of Employment Programs completed the review of 480 unemployment insurance benefit payments for calendar year 1998.

Results indicate that of the \$125,223,397 in unemployment benefits subject to audit, 98.3% were proper payments. The 1.7% of dollars overpaid was due primarily to base period wages being improperly reported by employers and benefit year earnings being improperly reported by claimants and employers.

UI Administration's use of Quality Control findings for ongoing program improvement has been instrumental in their ability to maintain high proper payment rates.